

# Alcatel-Lucent OmniTouch *Unified Communications* *Application Suite*

## Lotus Notes Integration



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# *Lotus Notes Integration*

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## **1.1 Overview**

Alcatel-Lucent OmniTouch Unified Communications for Lotus Notes provide new services to your Notes Client:

- One Number services
- Messaging services
- Telephony services

This document describes OmniTouch Unified Communications integration with Lotus Notes and Domino releases 5, 6 and 7. It first describes the OmniTouch UC specific Lotus Notes template and database administration, then the different operations to integrate the OmniTouch UC services in the Lotus Notes environment and to use the different features. A chapter is dedicated to Lotus developers who need to integrate OmniTouch UC features into a specific template.

This document does not describe coupling the Alcatel-Lucent 4980 Softphone with Lotus Notes (see the specific technical communication).

The OmniTouch Unified Communications for Lotus Notes requires several configuration procedures on the Domino server, the OmniTouch UC Application Server, and the Lotus Notes client. Each required configuration corresponds to a specific service, and is described in the service part of this document.

***Caution:***

***The entire Lotus Domino/Notes configuration must be performed by a Lotus Domino administrator.***



## 2.1 Lotus Notes and Domino Environment Requirements

The Alcatel-Lucent OmniTouch Unified Communications require the following versions of the Domino server and Lotus Notes client:

|           | Domino Server        | Lotus Notes Client           |
|-----------|----------------------|------------------------------|
| Release 5 | 5.08 or above        | 5.08 or above <sup>(1)</sup> |
| Release 6 | 6.03, 6.5.1 or above | 6.5.1 or above               |
| Release 7 | 7.0 or above         | 7.0 or above                 |

<sup>(1)</sup>: except the 5.0.12 version.

## 2.2 OmniTouch UC Services Package for Lotus Notes & Domino

There are 3 packages provided for OmniTouch UC integration in a Lotus Notes / Domino environment: - -

- **OmniTouch UC client extensions** to install on all Lotus Notes client workstations. These extensions allow OmniTouch UC users to use the Messaging services on their Lotus Notes client
- **Domino plug-ins** to install on Lotus Domino server only if the Messaging services must be available in the Lotus Notes environment.
- A Lotus Notes application called **Alcatel Template Merger** to install on an administrator workstation. The Alcatel Template Merger is a Lotus Notes application used to create or update Lotus Notes templates with the OmniTouch UC services (Alcatel elements of design).

### 2.2.1 OmniTouch UC Client extensions

The OmniTouch UC client extensions for Lotus Notes will manage the access to OmniTouch UC features from within the Lotus Notes client. They have to be installed on every Lotus Notes client workstation (see [module More documentation - Installation procedure § Installing the OmniTouch UC Client Extensions on Every User Workstation](#) ).

### 2.2.2 Lotus Domino Plugins

Lotus Domino Plugins are needed to provide My Messaging functions in a Lotus Domino Environment. They have two major functions:

- providing access to the user's Lotus Domino mail database from the OmniTouch UC environment
- checking every incoming message, flagging voice messages and switching on the MWI led on the user's telephone set.

The Lotus Domino plugins have to be installed on every Lotus Domino server (see [module More documentation - Installation procedure § Installing the Alcatel Domino Plugins on the Domino Server](#) ).

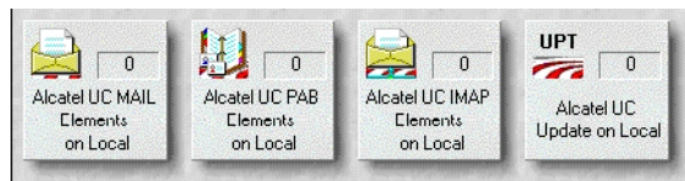
### 2.2.3 Alcatel Template Merger

The Alcatel Template Merger package includes Lotus Notes databases and tools to improve the configuration of these services, the customization of Lotus Notes standard templates, and the internationalization of the application.

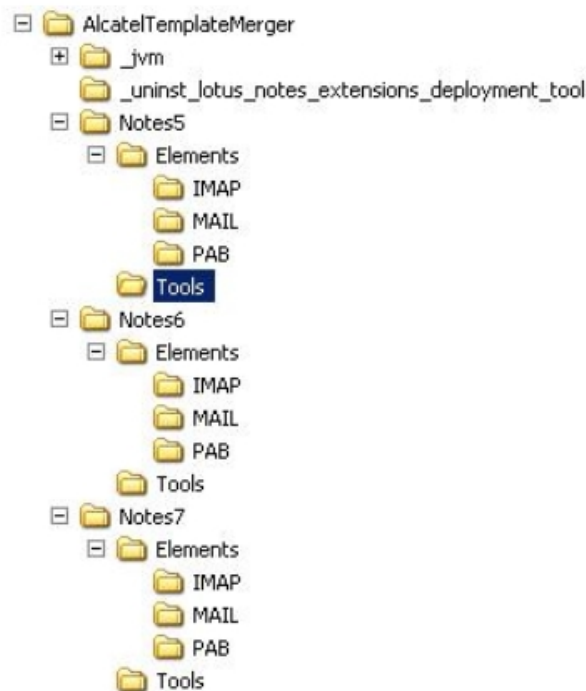
The OmniTouch UC services package includes Lotus Notes databases and tools to improve the configuration of these services, the customization of Lotus Notes standard templates, and the internationalization of the application. This package is provided as an installer on the Omnitouch UC application DVD. To install it, see: [module More documentation - Installation procedure § Installing the Alcatel Template Merger Application](#) .

The package contains:

- A set of databases classified in two categories:
  - Databases containing the OmniTouch UC elements of design (see: [§ OmniTouch UC Elements Databases](#) ).
  - Database for updating Lotus Notes standard templates with OmniTouch UC services (see: [§ OmniTouch UC Update Database](#) ).



These databases are installed in a local directory on the Administrator workstation. The directory path must be defined during the installation and configuration process to localize the OmniTouch UC specific Notes databases. Every database exists for all supported versions of Lotus Notes and must be used for the corresponding version of Lotus Notes only.



### 2.2.3.1 OmniTouch UC Elements Databases

These databases provide the design and language elements required to install the OmniTouch UC services in a Lotus Notes/Domino environment.

The databases are located in the directory `NotesX\Alcatel UC Elements` with X the version of Lotus Notes (5, 6 or 7).

The OmniTouch UC elements databases are:

- `Alcatel_UC_Mail_ElementsX_(Country flag).nsf`: these databases contain the required elements of design for a Mail template.
- `Alcatel_UC_PAB_ElementsX_(Country flag).nsf`: these databases contain the required elements of design for an Address Book template.
- `Alcatel_UC_IMAP_ElementsX_(Country flag).nsf`: these databases contain the required elements of design for an IMAP template.

*Note:*

*X corresponds to the version of Lotus Notes (5, 6 or 7).*

Every database is translated for a specific language and a name using the corresponding country flag:

- Catalan with label "CA"
- Chinese with label "CN"
- German with label "DE"
- English with label "EN"

- Spanish with label "ES"
- Finnish with label "FI"
- French with label "FR"
- Italian with label "IT"
- Korean with label "KR"
- Dutch with label "NL"
- Norwegian with label "NO"
- Polish with label "PL"
- Portuguese with label "PT"
- Russian with label "RU"

### 2.2.3.2 *OmniTouch UC Update Database*

This database provides a user interface to update automatically Lotus Notes templates with the OmniTouch UC services. the database name is `Alcatel_UC_UpdateX.nsf` and is located in the directory `NotesX\Alcatel UC Tools` with X the version of Lotus Notes (5, 6 or 7).

This database contains Notes documents describing scenarios for updating Lotus Notes template with Alcatel elements of design.

This database references the Dll `AlcatelUpdate.dll` (built using Lotus Notes C++ API) and requires the Lotus Dll `lcppn24.dll` in order to execute correctly. These DLLs must be installed in the Lotus Notes binary directory.

## 2.3 **Using the Alcatel Template Merger Tool**

This section describes the OmniTouch UC update tool used to add the design elements needed for OmniTouch UC services into an existing Lotus Notes template. The update tool is named **Alcatel Template Merger**.

This application contains a Notes database and two DLLs referenced by this database.

- `Alcatel_UC_UpdateX.nsf` with X the version of Lotus Notes (5, 6 or 7)
- `AlcatelUpdate.dll`
- `Lcppn24.dll`

The Installshield copies the databases containing the Alcatel design elements, the Notes application database and the required DLLS for running this application on the user workstation.

The Alcatel Template Merger application can be used to update Mail, Address Book and IMAP templates for the OmniTouch UC services.

This application uses different scenarios corresponding to specific services configurations to update these templates: Telephony services, Messaging services and/or other services.

Every scenario is defined by a set of actions declared in Notes documents that specify the action to perform on the template to update.

It updates the Lotus Notes templates with the design elements contained in the OmniTouch UC Elements databases.



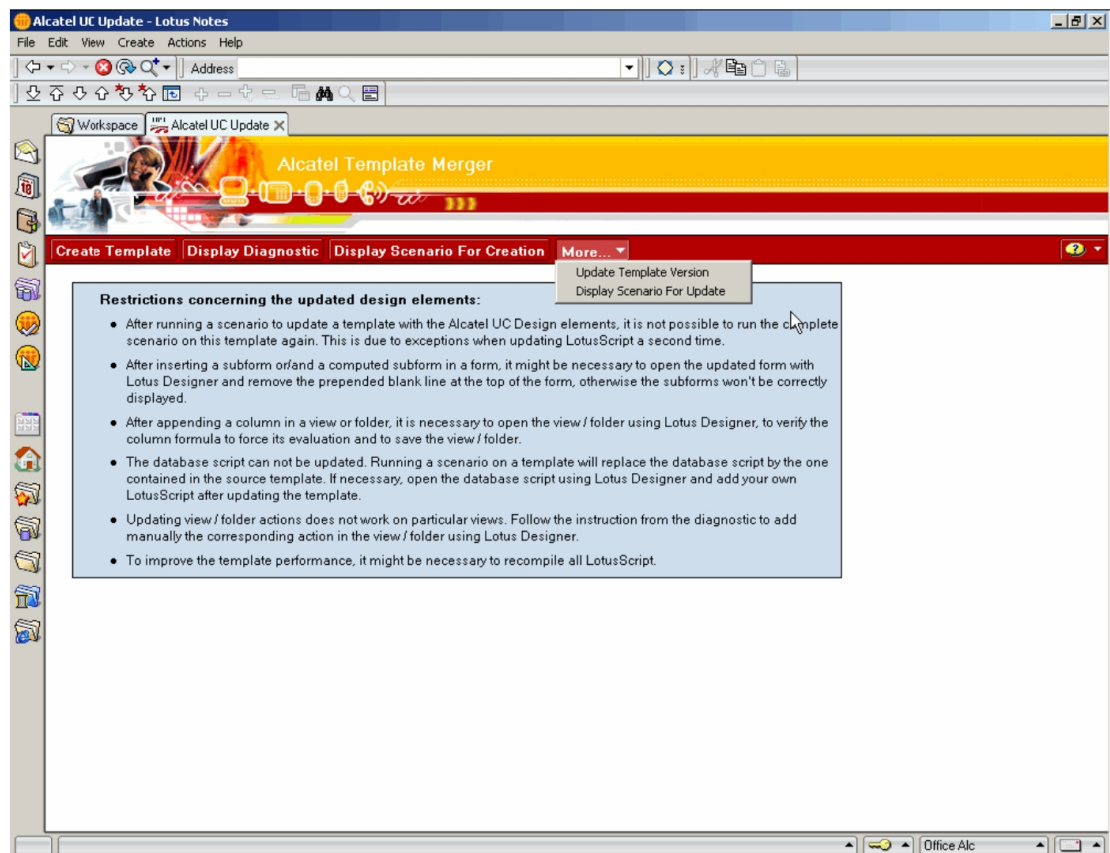


Figure 2.3: Alcatel Template Merger User Interface

### 2.3.1 Features Provided by the Alcatel Template Merger Application

The user interface displays a page containing a toolbar with the following features:

| Feature                   | Definition   |
|---------------------------|--|
| <b>Create Template</b>    | To setup the preferences for updating a Notes template with OmniTouch UC elements of design.<br>To create a local copy of the template to be updated with OmniTouch UC specific elements of design.<br>To execute the scenario specified on the database copy. |
| <b>Display Diagnostic</b> | To display a diagnostic corresponding to the last executed scenario. This diagnostic contains the instruction describing actions that need to be performed by the Administrator on the updated template using Lotus Designer to complete the update.           |

| Feature                                  | Definition   |
|--|--|
| <b>Display Scenario for Creation</b>     | To Display the list of all the actions performed during the creation of a new template.                      |
| <b>More\ Update Template Version</b>     | To display a new window to setup a migration of an already merged template to a new version of OmniTouch UC. |
| <b>More\ Display Scenario for Update</b> | Displays a list of all the actions performed during the update of a template to a new version.               |

#### Scenario view:

This view lists the scenarios available for new templates creation.

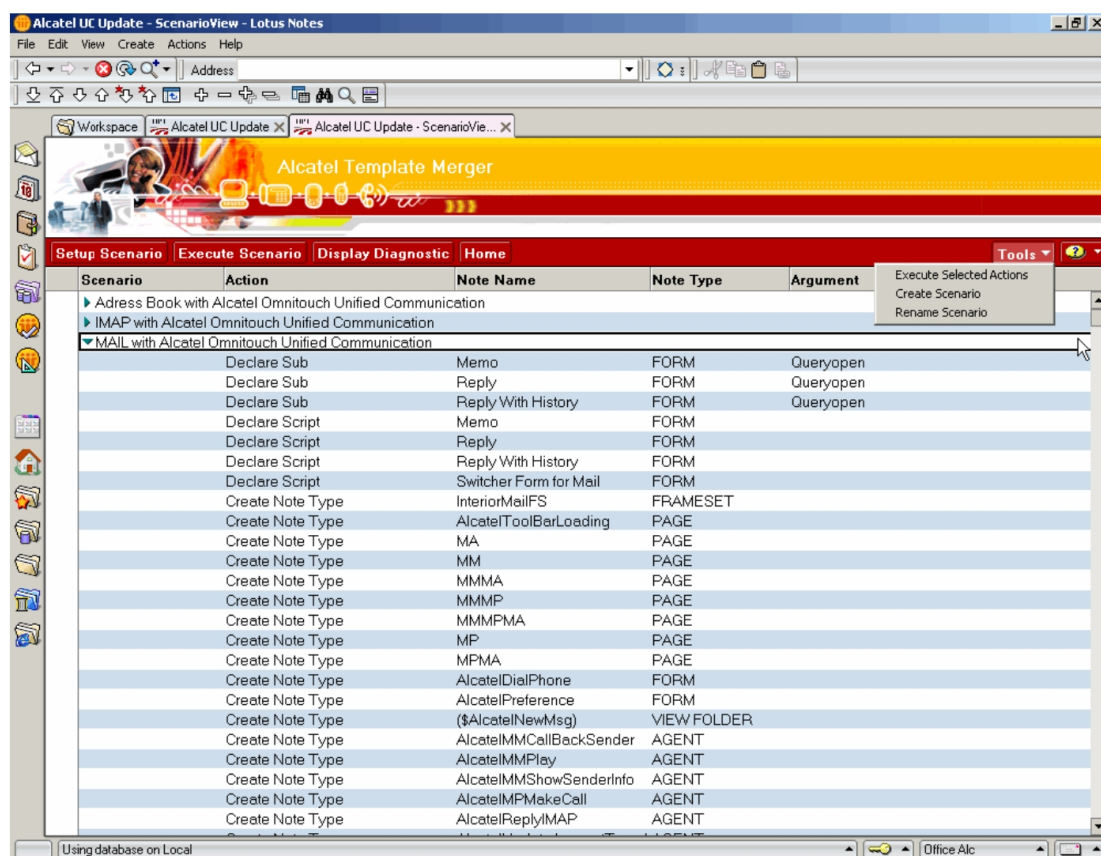


Figure 2.4: Scenario View

The scenario view includes a toolbar with the following features:

| Feature                               | Definition  |
|---------------------------------------|---|
| <b>Setup Scenario</b>                 | Displays a dialog box to create a new template updated for the OmniTouch UC services. The template is not automatically created when the dialog box is closed.  |
| <b>Execute Scenario</b>               | To create the new template and run the selected scenario using the settings specified by the user.  |
| <b>Display Scenario</b>               | To display a view with the Notes document describing the different operations performed on a template for the selected scenario.                                |
| <b>Tools\Execute Selected Actions</b> | Executes the actions selected in the view on the template specified in the update preferences.  |
| <b>Tools\Create Scenario</b>          | To create a new action for the specified scenario. It can create a new scenario or add steps to an existing scenario.   |
| <b>Tools\Rename Scenario</b>          | To rename the scenario for which the selected action(s) are defined.  |
| <b>Help\About Database</b>            | Displays information about the application.   |
| <b>Help\Using Database</b>            | Displays instructions about how to use this application.  |
| <b>Help\Database Restrictions</b>     | Displays the restrictions concerning the application during a Lotus Notes template update. Certain actions require additional manual tasks with Lotus Designer. |

**Update view:**

This view is similar to the scenario view and lists the scenarios corresponding to a template update.

The update view allows the creation of new update scenarios and performs specific actions on the template to update.

## **2.3.2 Scenarios Used for Lotus Notes Templates Configuration**

- **Address Book with Alcatel Omnitouch Unified Communications**  
Use this scenario to update the personal address book template.
- **IMAP with Alcatel Omnitouch Unified Communications**  
Use this scenario to update the IMAP database template.
- **Mail with Alcatel Omnitouch Unified Communications**  
Use this scenario to update the mail database template.

## **2.4 Messaging Services**

### **2.4.1 Configuration Required on Domino Server**

The Messaging services require the plug-ins installation on the Domino server: MailPlugin, NotifPlugin, PimPlugin for providing Unified Messaging (UM) services. For Domino plug-ins

installation, see: [module More documentation - Installation procedure § Installing the Alcatel Domino Plugins on the Domino Server](#).

The Domino plug-ins installshield installs the following files on the Domino server:

- Executable files for server add-ins tasks:
  - MailPlugin.exe and mail.ico
  - NotifPlugin.exe and notif.ico
  - PimPlugin.exe and pim.ico
- Executable files for server Extension Manager:
  - MailPlugin.dll
  - Eccvmt.dll
- Executable file for notification agent:
  - NxAgentCode.class
- Mail template:
  - eccMail50.ntf (Lotus Domino 5.x only)
- Library for lotus notes C++ API programs:
  - lcppn21.dll
  - lcppn23.dll

This installshield updates the notes.ini file of the Domino server automatically by adding the server add-ins tasks, the server extensions manager and the path to the agent binary class file.

```
ServerTasks=Update,Replica,Router,... , MailPlugin -p 8000 -mt 100 -mm 150,NotifPlugin -p 8001 -mt 100 -mm 150,PimPlugin -p 8002 -mt 100 -mm 150
```

```
EXTMGR_ADDINS=...,MailPlugin.dll
```

```
JavaUserClasses=C:\Lotus\Domino
```

The Installshield adds two parameters to the notes.ini file:

```
AMgr_DisableMailLookup=1
```

```
Enable_MailPluginSendNbVoice=1
```

The server add-ins tasks provide an access to the Domino server used by the OmniTouch UC Application Server to access Domino databases (Address Book, and users mail databases).

The server extension manager handles the treatment of the voice-message and the notification on user phone sets. They must be installed on every Domino server that contains mail databases for OmniTouch UC users. In this case, the files must be copied into the Domino binary directory, and the Domino notes.ini file must be updated.

The java binary file NxAgentCode.class must be located on every Domino server that contains mail databases for OmniTouch UC users. It can create notification agents and customize filters to handle the received mail in the user mailbox. The notes.ini file of the Domino server must be updated with the path to the .class file.

The server add-in tasks can be installed on one Domino server if this server provides an access to every mail database for OmniTouch UC users.

Messaging services require the Domino server that contains the OmniTouch UC users mail database to run the "web" (or Web retriever) task. This task is used by the Notes client to download voice messages from the OmniTouch UC Media server to the User workstation and to create new Voice mails.

## 2.4.2 Configuration Required on Lotus Notes Client

The Messaging services require the installation of OmniTouch UC client extensions on every user workstation. For OmniTouch UC client extensions installation, see: [module More documentation - Installation procedure § Installing the OmniTouch UC Client Extensions on Every User Workstation](#) .

The OmniTouch UC client extensions installshield installs the DLLs required by the Lotus Notes templates to execute this service. The installshield copies files in the following directories:

- C:\Program Files\Alcatel\Extensions
- Lotus Notes Client directory (default is C:\Lotus\Notes\)

The files copied in the Lotus Notes directory are:

- Eccunreadsyn.dll
- Mwisynchro.dll

The users notes.ini file is updated by the Installshield by adding the following information in the "EXTMGR\_ADDINS" line:

```
EXTMGR_ADDINS = ..., eccunreadsyn.dll
```

**Caution:**

**Concerning specific configurations (especially in Citrix or Terminal Server configurations)**

**When the users note.ini file cannot be found, a notes.ini file containing only the line:**

***EXTMGR\_ADDINS=eccunreadsyn.dll***

***will be automatically created in the Lotus Notes client installation directory. This prevents the Lotus Notes client from starting normally.***

***In this case, you must update the users notes.ini file manually and remove the notes.ini file created by the OmniTouch UC Client extensions setup.***

## 2.4.3 OmniTouch UC Scenario for Messaging Services

Messaging services require an updated Mail template which depends on the Domino version and the type of the user: Integrated Messaging (IM) or Unified Messaging (UM).

The scenario corresponding to an IM user is **"IMAP with Alcatel OmniTouch Unified Communications"** for updating an IMAP template.

The scenario corresponding to an UM user is **"Mail with Alcatel OmniTouch Unified Communications"** for updating a mail template.

### 2.4.3.1 Notes Client for the Integrated Messaging (IM)

An IM user can update his mail database design with the corresponding updated mail template to use the OmniTouch UC services in the Notes environment (see: module More documentation - Configuration procedure § Updating the User's Mail Database Design). This operation can be performed by the Administrator with the command `convert` on the user database (see: [module More documentation - Configuration procedure § Updating the Mail Database for OmniTouch UC Users](#) )

An IM user must create an IMAP database to access their voice mailbox and replace its design with the corresponding updated template for an IMAP mailbox (see: module More documentation - Configuration procedure § Creating User's IMAP Account (IM or UM)).

The IMAP account creation and the users IMAP proxy database update can be performed by an administrator from Lotus Notes. Firstly, the administrator prepares a mail including all elements required for IMAP database creation (template, explanatory text, action button) and sends it to the OmniTouch UC users. Secondly, when the users receive the mail and click on the action button, a new IMAP account is automatically created in their personal address book (see: [module More documentation - Configuration procedure § Creating and Updating the OmniTouch UC IMAP account and Proxy Database](#) ).

Notes:

- *It is not necessary to modify the template of the personal address book if the user is only configured for Messaging services.*
- *If the user is configured for Telephony services, please refer to the [§ Telephony Services](#) .*

#### 2.4.3.2 Notes Client for the Unified Messaging (UM)

A UM user needs to update the mail database design with the corresponding updated template (see: module More documentation - Configuration procedure § Updating the User's Mail Database Design). This operation can be done by the Administrator using the command convert on the user database (see: [module More documentation - Configuration procedure § Updating the Mail Database for OmniTouch UC Users](#) ).

Notes:

- *It is not necessary to modify the template of the personal address book if the user is only configured for the Messaging services.*
- *If the user is configured for Telephony services, please refer to the [§ Telephony Services](#) .*

## 2.5 Telephony Services

### 2.5.1 Configuration Required on Lotus Notes Client

This configuration requires the installation of the OmniTouch UC Client Extensions on all user workstations.

### 2.5.2 OmniTouch UC Scenario for Telephony Services

The Administrator must replace the user Mail database design and the user must replace the Personal Address Book database design using the corresponding updated templates with these scenarios: - Personal address book: Address book with Alcatel OmniTouch Unified Communicatio

- Mail Database (Unified Messaging): **Mail with Alcatel OmniTouch Unified Communications**
- IMAP Database (Integrated messaging): **IMAP with Alcatel OmniTouch Unified Communications**
- Personal address book: **Address book with Alcatel OmniTouch Unified Communications.**

## **2.6 One Number Services**

### **2.6.1 Configuration Required on Lotus Notes Client**

This configuration requires the installation of the OmniTouch UC Client Extensions on all user workstations.

### **2.6.2 OmniTouch UC Scenario for One Number Services**

The Administrator must replace the user Mail database design using the corresponding updated templates with these scenarios:

- Mail Database (Unified Messaging): Mail with Alcatel OmniTouch Unified Communication
- IMAP Database (Integrated messaging): IMAP with Alcatel OmniTouch Unified Communication.





## 3.1 Introduction

This section describes the installation process for the Alcatel-Lucent OmniTouch Unified Communications application on Lotus Notes and Domino, release 5 and 6.

*Note:*

*Install the Alcatel-Lucent OmniTouch Unified Communications application for Lotus Notes and Domino is reserved for Domino administrators.*

## 3.2 Installing the Alcatel Template Merger Application

1. Run the `installshield` of the Alcatel Template Merger (`lotus_notes_template_merger_setup.exe`) and follow the instructions provided on screen.

*Note:*

*The directory in which the program must be installed can be located in the lotus Notes data directory (`Servers\LotusServer\Lotus_notes_template_merger`). This enables to sign the delivered Alcatel Notes database easily.*

2. Open the Lotus Notes client and create a new copy of the Alcatel Template Merger application database.

**Important:**

***This database contains Notes document that must be kept in the new copy to ensure the application runs correctly.***

3. Sign the new copy with the current user ID or with a trusted Notes ID.  
The installation process for the Alcatel Template Merger is complete.

**Caution:**

***To avoid compilation errors in database scripts, the OmniTouch UC client Extension package should also be installed on the same workstation.***

## 3.3 Installing the Alcatel Domino Plugins on the Domino Server

*Note:*

*The Alcatel Domino Plug-in installation is required to use Messaging services in the Lotus Notes environment.*

1. Shutdown the Domino server
2. (if necessary) Uninstall the existing version of the Alcatel Domino plug-ins.
3. Run the `installshield` of the Alcatel Domino plug-ins (in the Domino server directory).
4. Configure the Alcatel Mail plug-in port number used by the OmniTouch UC Application Server.
5. Add the server add-in task "Web" in the server tasks list of the `notes.ini` file as follows:
  - a. On the Domino console, enter the `Load web` command
  - b. In the Domino `notes.ini` file, add the task "web" in the "ServerTasks=..." line in order

to start it automatically after a Domino restart or crash

c. Save the Domino `notes.ini` file

6. Restart the Domino server.
7. Check that the server tasks `AlcMail`, `AlcNotif` and `AlcPim` are properly started.
8. Check that the server task `Web Retriever` is properly started.

*Remark:*

*For more details on Alcatel Domino plug-ins installation and configuration, refer to the OmniTouch Unified Communication R4.1 Installation/Administration Guide.*

### 3.4 Installing the OmniTouch UC Client Extensions on Every User Workstation

*Note:*

*You must have local Windows Administrator rights on workstations to perform this installation.*

1. Run the `Installshield` of the OmniTouch UC Client Extensions on every user workstation.
2. Set the IP address or the fully qualified domain name of the OmniTouch UC Application Server.

## **4.1 Introduction**

This section describes the process to configure the Alcatel-Lucent OmniTouch Unified Communications Application for Lotus Notes and Domino release 5 and 6.

*Note:*

*You must be declared as a Domino administrator to configure the Alcatel-Lucent OmniTouch Unified Communications Application for Lotus Notes and Domino, .*

## **4.2 Configuring the Notes Templates with the OmniTouch UC Services**

### **4.2.1 Creating a Notes Template with OmniTouch UC Services**

This section describes the different steps to create a Notes template with the OmniTouch UC design elements.

1. From the Lotus Notes home page, click on the **Alcatel UC Update on Local** button to access to the **Alcatel Template Merger** application.

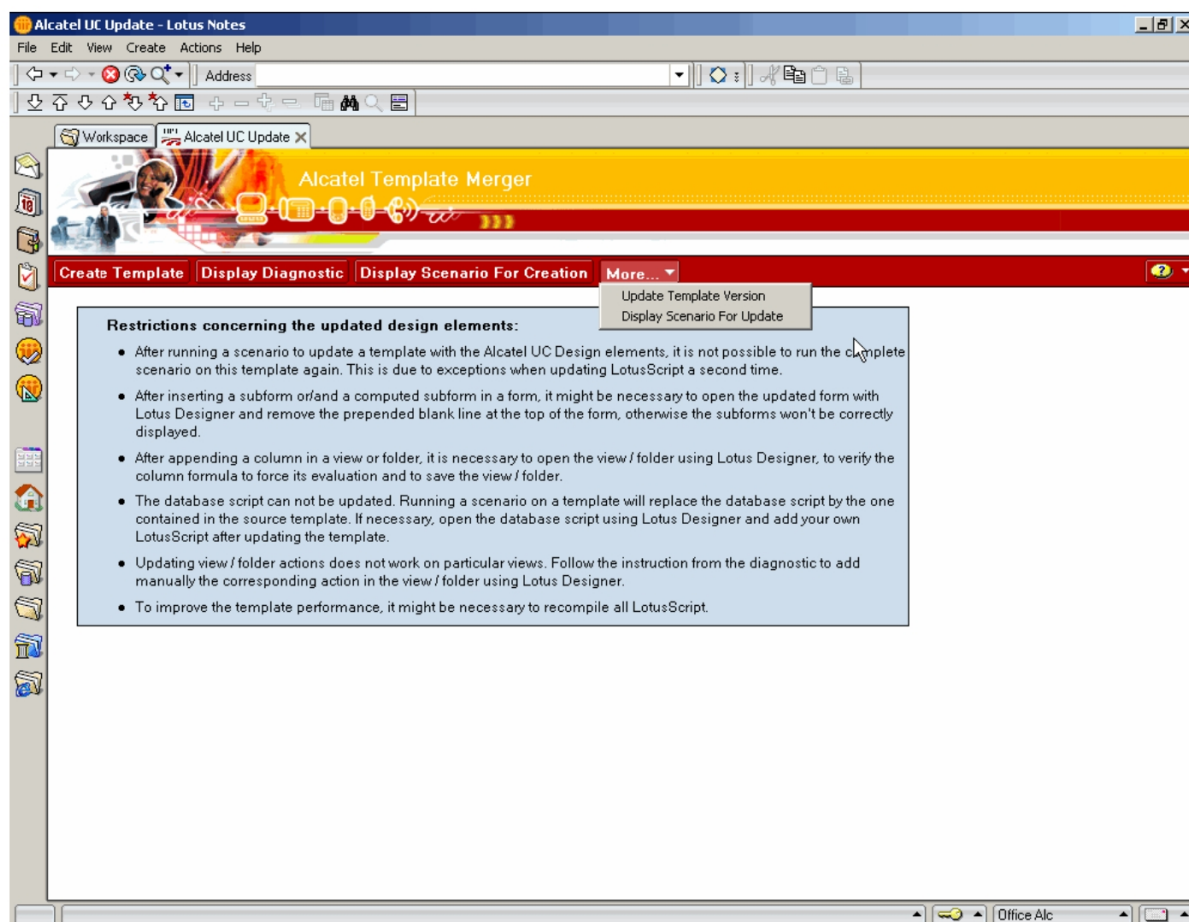


Figure 4.1: Alcatel Template Merger Application Interface

2. From the toolbar, click on the **Create Template** button.

Figure 4.2: Notes Template Creation Window

3. In the **Scenario for update** field, select the scenario to execute from the drop-down list. For more information, see: [module More documentation - Detailed description § Scenarios Used for Lotus Notes Templates Configuration](#).
4. Click the browser button close to the **Alcatel Database** box to select the Alcatel Database containing the required design elements. The file path to the database is displayed in the **Database Path** box.
5. Click the browser button close to the **Template to update** box to select the Lotus Notes template source to be used for creating a new one updated with OmniTouch UC services.
6. If necessary, modify the **New Template** field to set a different file name.
7. If necessary, modify the **New Template Title** field to set a different Notes database title.
8. If necessary, modify the **New Template Name** field to set a different Notes template name.
9. Click **OK** to save the preferences and create a new copy of the updated template. If the new template already exists, this template is updated for the selected scenario.

**Important:**

*After the execution of the scenario, a diagnostic window is opened. This window lists the different operations to perform to complete the template creation with the OmniTouch UC design elements (see: [§ Operations to Perform after Creating or Updating a Notes Template](#)).*

Repeat these steps for every other template that needs to be updated with the OmniTouch UC services.

*Note:*

*If you wish to access to special functions like creating a new scenario or renaming a scenario, click on the **Display Scenario For Creation** button.*

## 4.2.2 Updating a Notes Template with a New Version of OmniTouch UC services

This section describes the steps to update an already merged template with a new version of OmniTouch UC design elements.

1. From the Lotus Notes home page, click on the **Alcatel UC Update** button to access to the Alcatel Template Merger application.
2. From the toolbar, click on the **More...** button and select **Update Template Version** in the drop-down list.

Figure 4.3: Notes Template Update Window

3. In the **Scenario for update** field, select the scenario from the drop-down list corresponding to the version to which the template is migrated. For more information, see: [module More documentation - Detailed description § Scenarios Used for Lotus Notes Templates Configuration](#).
4. Click the browser button close to the **Alcatel Database** box to select the Alcatel Database containing the required design elements.
5. Click the browser button close to the **Template to update** box to select the Lotus Notes template source to be updated with the new version of OmniTouch UC services.
6. Click **OK** to migrate the template to the new version.

**Important:**

*After the execution of the scenario, a diagnostic window is opened. This window lists the different operations to perform to complete the template creation with the OmniTouch UC design elements (see: [§ Operations to Perform after Creating or Updating a Notes Template](#)).*

### 4.2.3 Operations to Perform after Creating or Updating a Notes Template

Once a new template is created or updated with the OmniTouch UC specific design elements, the diagnostic dialog box is displayed and lists the actions to be performed manually using Lotus Designer and Lotus Administrator.

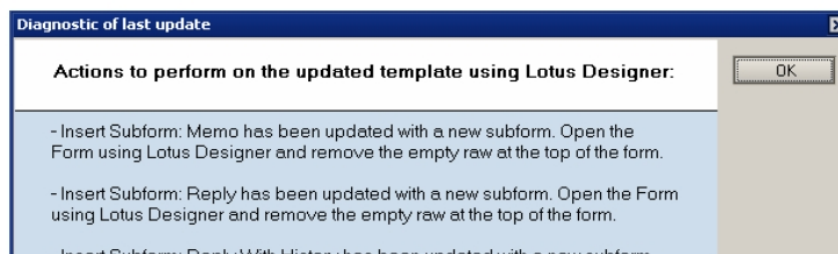


Figure 4.4: Diagnostic Dialog Window

For every created and updated template, it is required to recompile all LotusScript and to sign the template with a trusted Notes ID in the Notes environment.

*Note:*

*If you are using a template "with extensions", the OmniTouch UC client extensions must be installed for the LotusScript to compile properly.*

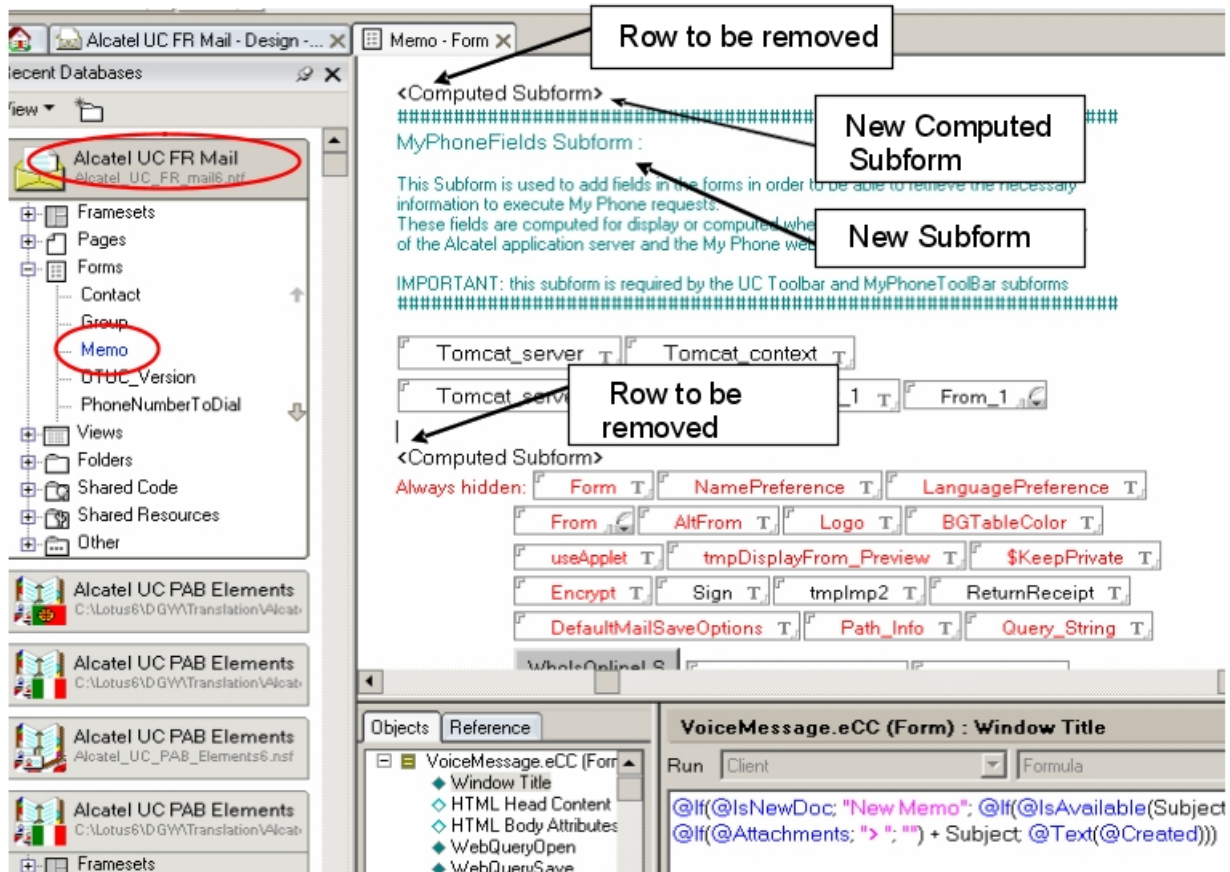
#### 4.2.3.1 After Creating a New Mail Template

##### 4.2.3.1.1 Operations to Perform on the Forms

When a form is updated with a new subform or computed subform, it is necessary to check this form with Lotus Designer.

Follow these steps to complete the template creation:

1. Open the new template in Lotus Designer.
2. Open the **Memo** form in the **Forms** repertory.



3. Remove the blank lines below the first Computed Subform otherwise the Omnitouch UC toolbar cannot be displayed properly.
4. Save the form.
5. Repeat this procedure for the <Reply> and <Reply with history> forms.

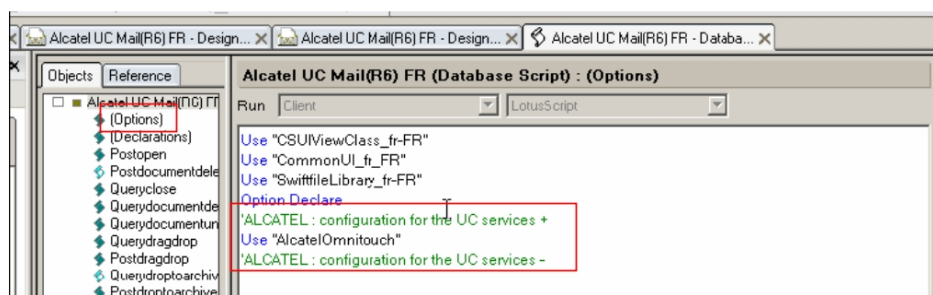
#### 4.2.3.1.2 Operations to Perform in the Database Script

If the default template language differs from English, the Database Script needs to be updated manually.

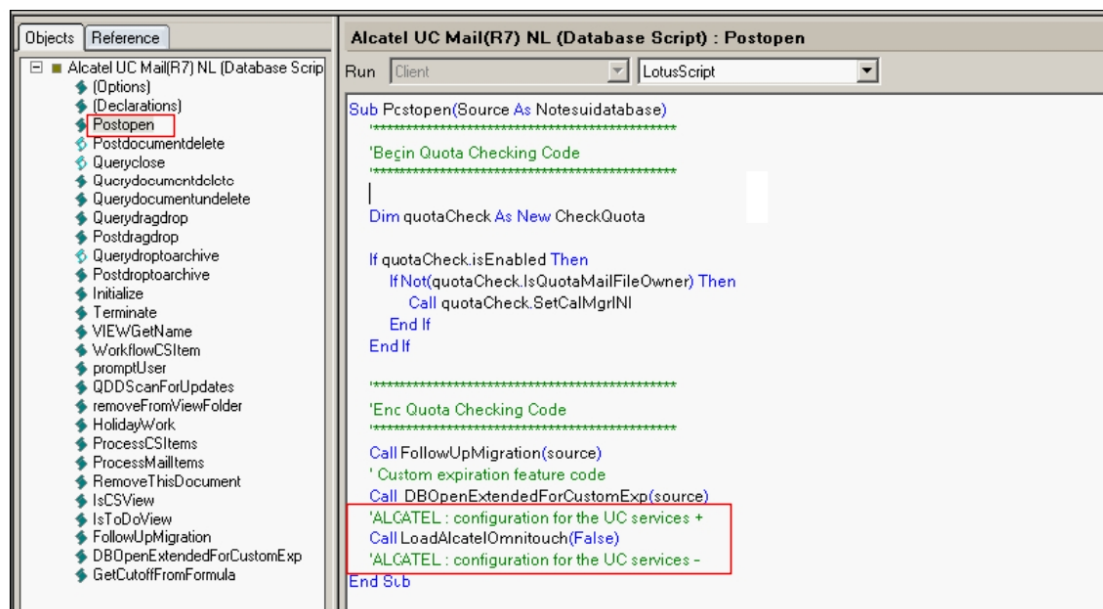
1. Open the database script.
2. Check the references to every script library called by the script and add the country code if necessary:
  - Germany: “\_de-DE”
  - Spain: “\_es-ES”

- Finland: "\_fi-FI"
- France: "\_fr-FR"
- Italy: "\_it-IT"
- Korea: "\_ko-KR"
- Norway: "\_nb-NO"
- Netherlands: "\_nl-NL"
- Poland: "\_pl-PL"
- Portugal: "\_pt-PT"
- Russia: "\_ru-RU"

3. Declare manually the script library "AlcatelOmnitouch" with Use "AlcatelOmnitouch".

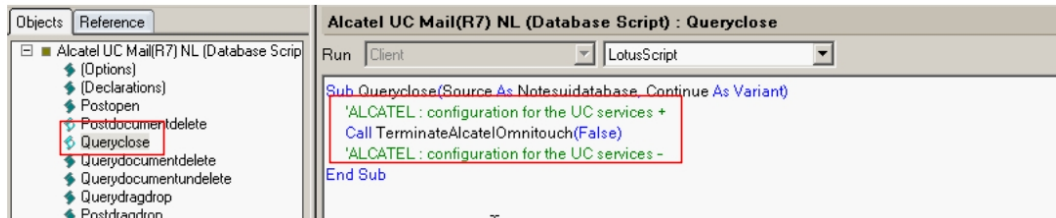


4. Update the "Postopen" event with Call LoadAlcatelOmnitouch(False).



5. Update the "Queryclose" event with Call TerminateAlcatelOmnitouch(False).





6. Recompile all LotusScript.

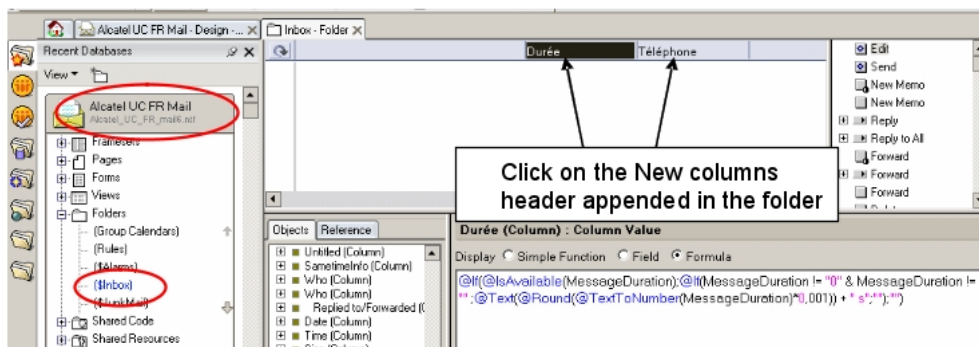
7. Sign the Template.

#### 4.2.3.1.3 Operations to Perform on the Folder (\$Inbox)

If new columns have been appended to a view or folder, it is necessary to check the new columns formula and reevaluate them, otherwise these new columns remain empty.

Follow these steps to complete the update of a view or folder (for example: (\$Inbox) with the columns "Duration" and "Phone").

1. Open the new template in Lotus Designer.
2. Open the Views/Folders repertory.
3. Click on every new column header to check the formula.
4. Force the view/folder to be saved.

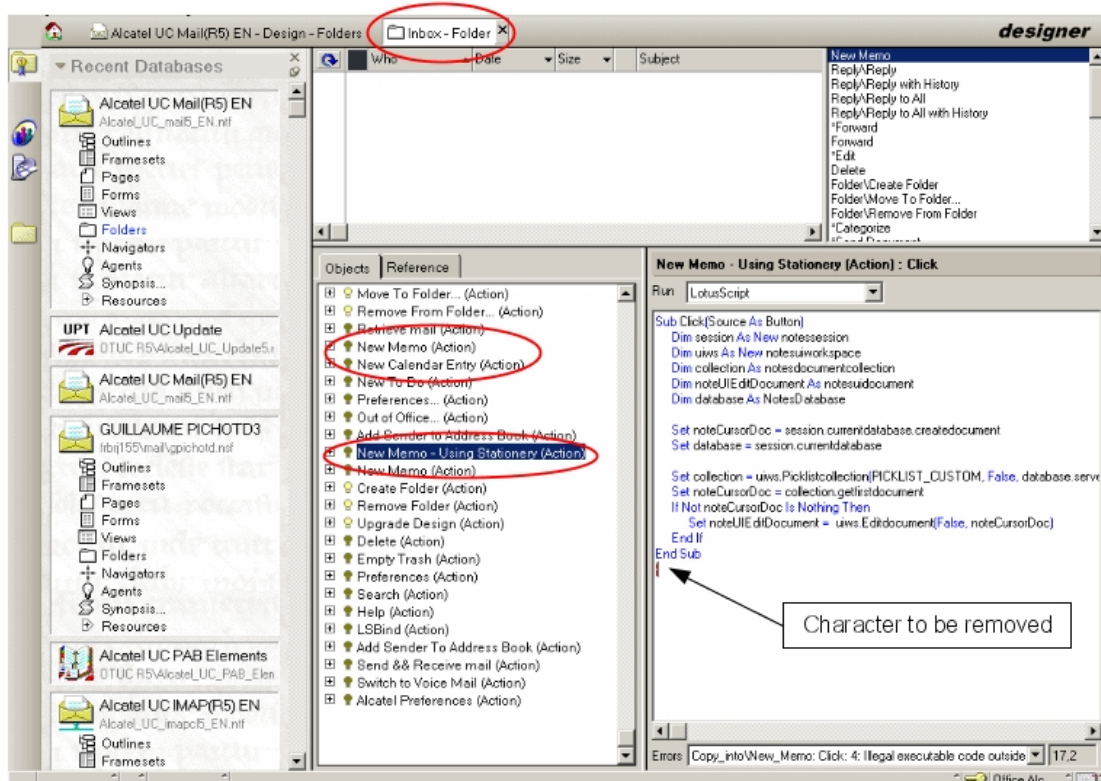


5. Click **Yes** to save the changes made to the views/folders

**For Lotus Notes 5 only:**

1. Open the new template in Lotus Designer.
2. Open the \$Inbox folder.
3. Check the LotusScript for the following actions in the folder toolbar and remove the characters to correct the LotusScript errors:
  - New Memo—Using Stationery

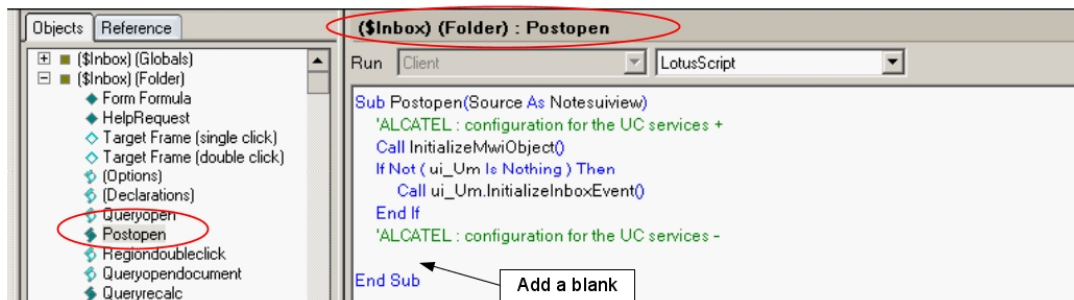
- New Memo
- New Calendar Entry



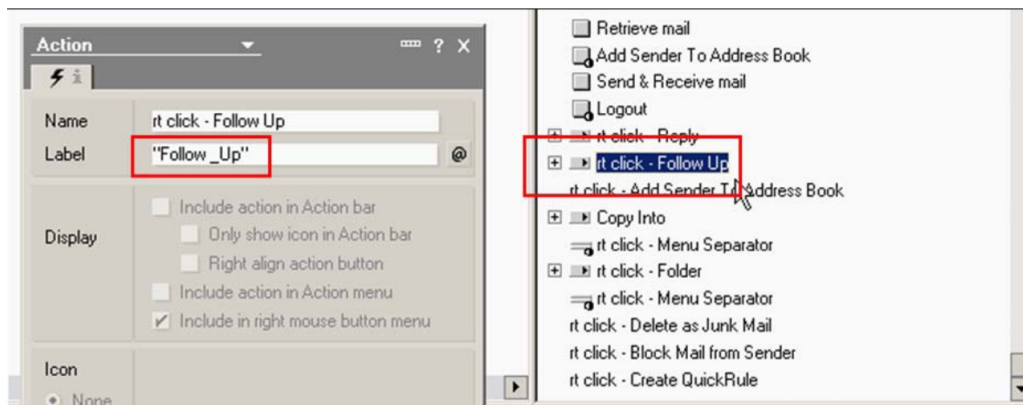
4. Save the \$Inbox folder.
5. Sign the template.

## For Lotus Notes 7 only:

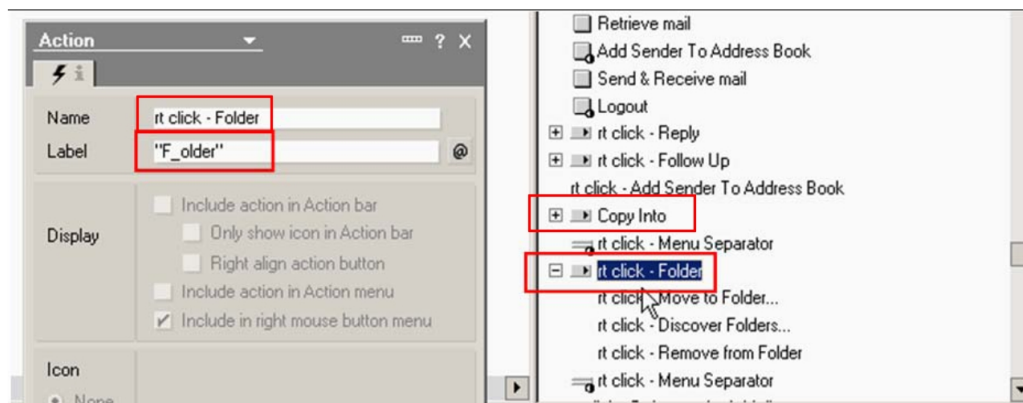
1. Open the new template in Lotus Designer.
2. Open the \$Inbox folder.
3. Select the folder event "Postopen".
4. Add a blank line at the bottom of the LotusScript.



5. Check the folder action **rt click – Follow Up** and verify its label in the action properties. If necessary set the value of the label to "Follow\_Up".



6. Check the folder action **rt click – Folder** and verify its label in the action properties. If necessary set the value of the label to "F\_older".



7. Save the \$Inbox folder.
8. Recompile all LotusScript.
9. Sign the template.

#### 4.2.3.2 After Creating a New IMAP Template

Follow these steps to complete the creation of a new IMAP template (for **Lotus Notes 6 and Notes 7 version only**).

1. Open the new template in Lotus Designer.
2. Recompile all LotusScript.
3. Open the **Memo** Form.
4. Open the Form properties dialog box and check the **Default database form** option.

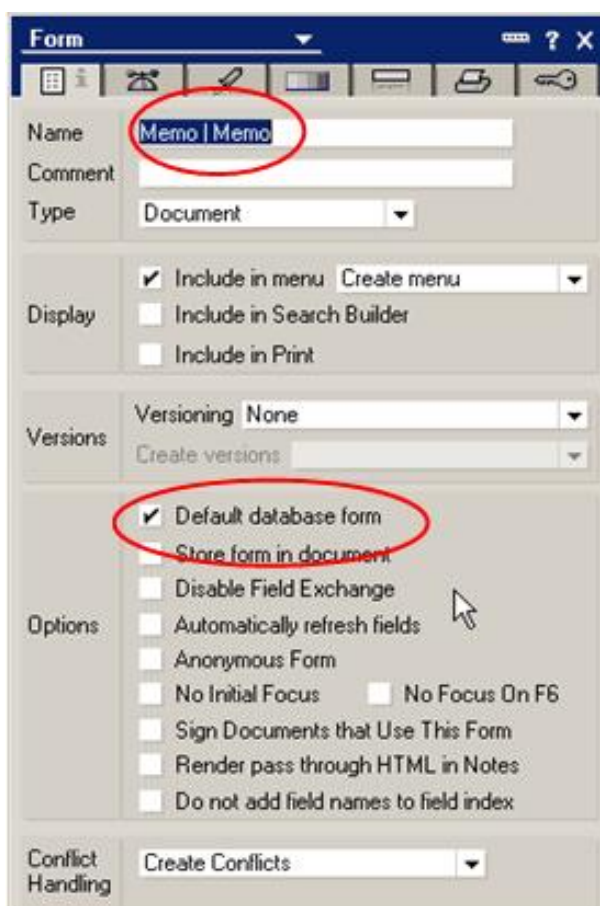


Figure 4.14: Form Properties Window

5. Save the Form.
6. Sign the template.

#### 4.2.3.3 *After Creating a New Personal Address Book Template*

1. Open the new template in Lotus Designer.
2. Recompile all LotusScript.
3. Sign the template.

### 4.3 **Configuring the Domino Servers**

#### 4.3.1 **ACL: Configuring Notes Templates and Databases**

Create an OmniTouch UC user or use an administrator user ID to do the following steps. The user has to be trusted by the OmniTouch UC users (in the ACL and the ECL of the users database). This user is called UCAAdmin, and he needs administrator rights on the Domino Server.

1. Copy every OmniTouch UC templates and databases on a local Notes client.
2. Log into the Notes client using the UCAAdmin ID.

Using the Alcatel Update Tool (Alcatel Template Merger):

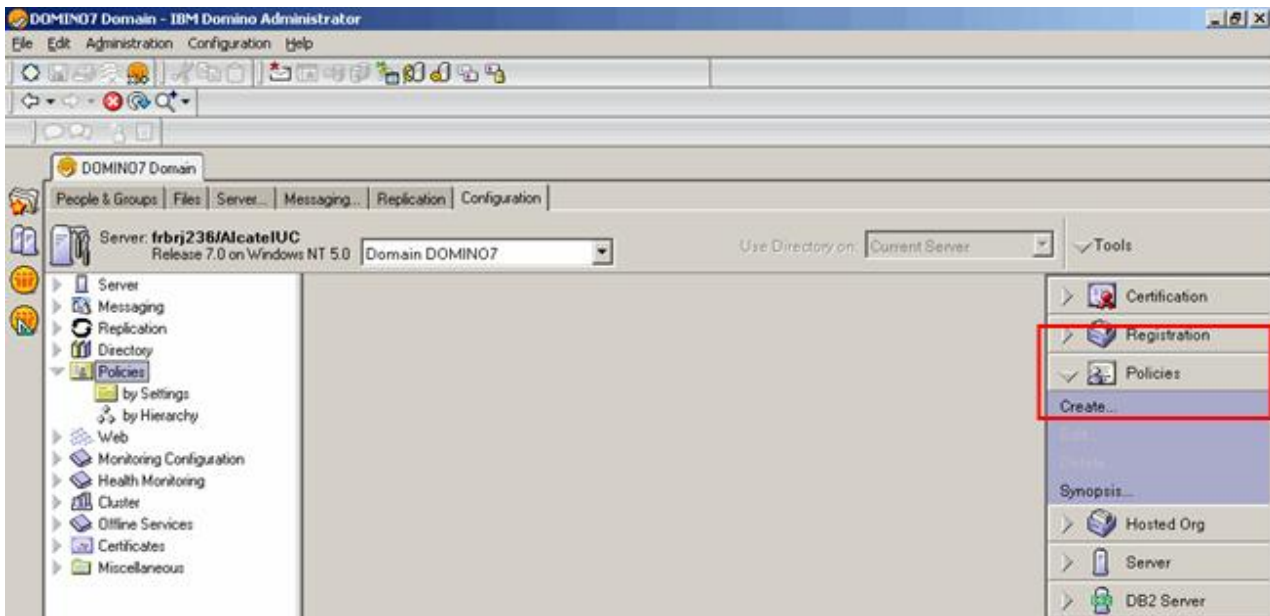
1. **Select the OmniTouch UC database containing the design elements and the template to copy and update.**
2. **Define the name and the title** of the copied templates.
3. **Update the new template.**
4. Repeat this for every required template.
5. **Configure the ACL** of these new templates corresponding to the Domino server.
6. **Sign every template and database with the UCAAdmin ID** to avoid security pop-ups in the OmniTouch UC user's Notes client (in Domino R5 ) or with the server ID (in Domino R6 or R7).

#### 4.3.2 **ECL: Declaring a Trusted Notes ID**

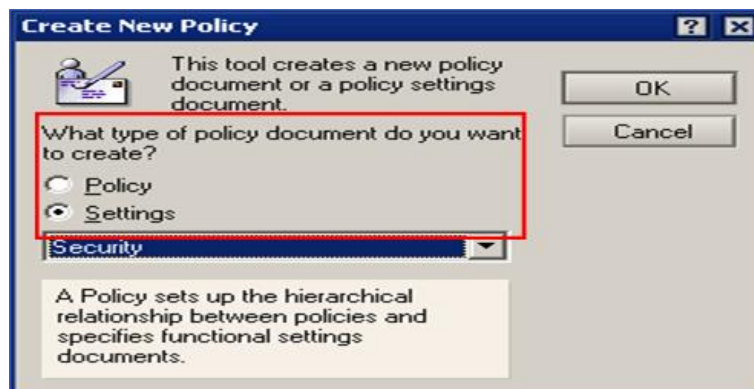
In order to execute correctly the Notes templates updated for OmniTouch UC services and to avoid having several security pop-ups in the user's Notes client, a trusted Notes ID must be configured using security settings and policy documents. The ID is the one that you have used to sign the OmniTouch UC database templates.

Follow these steps to create the security settings, the policy and to apply them on the Lotus Notes users declared for the OmniTouch UC services:

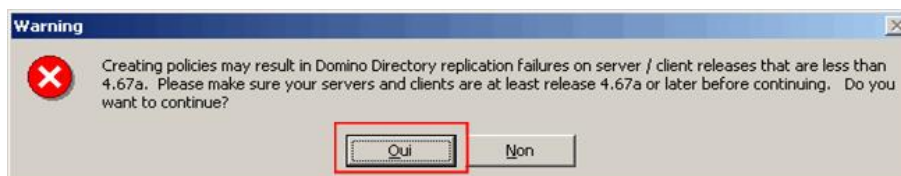
1. Open Lotus Administrator.
2. Click on the **Configuration** button.
3. Create a new Policy using the menu: **Tools\Policies\Create...**



4. In the dialog box, click on **Settings** and select **Security** in the drop down list.

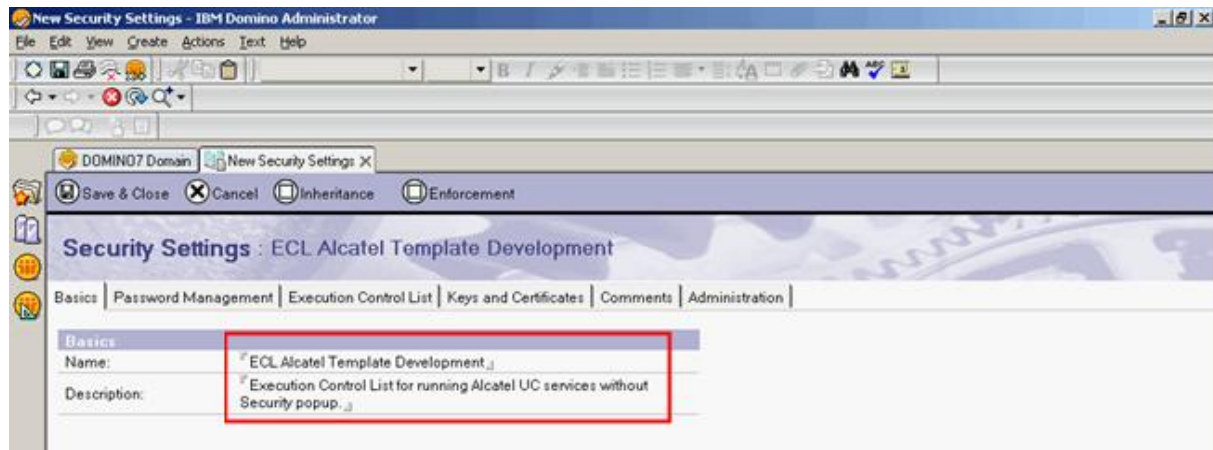


5. Click **Yes** on the message box warning you about the R4.6 compatibility.

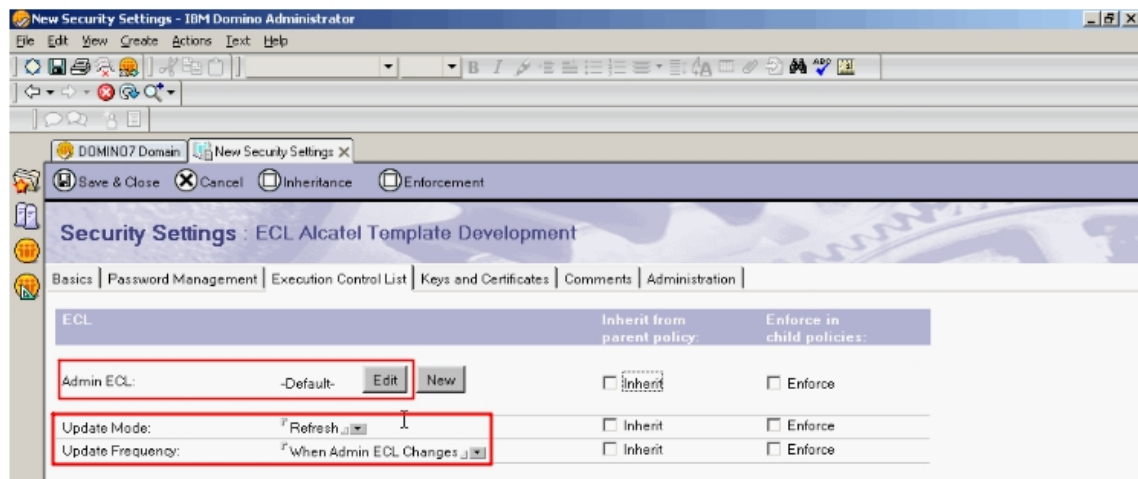


6. Set a name and a description to the Security Settings.

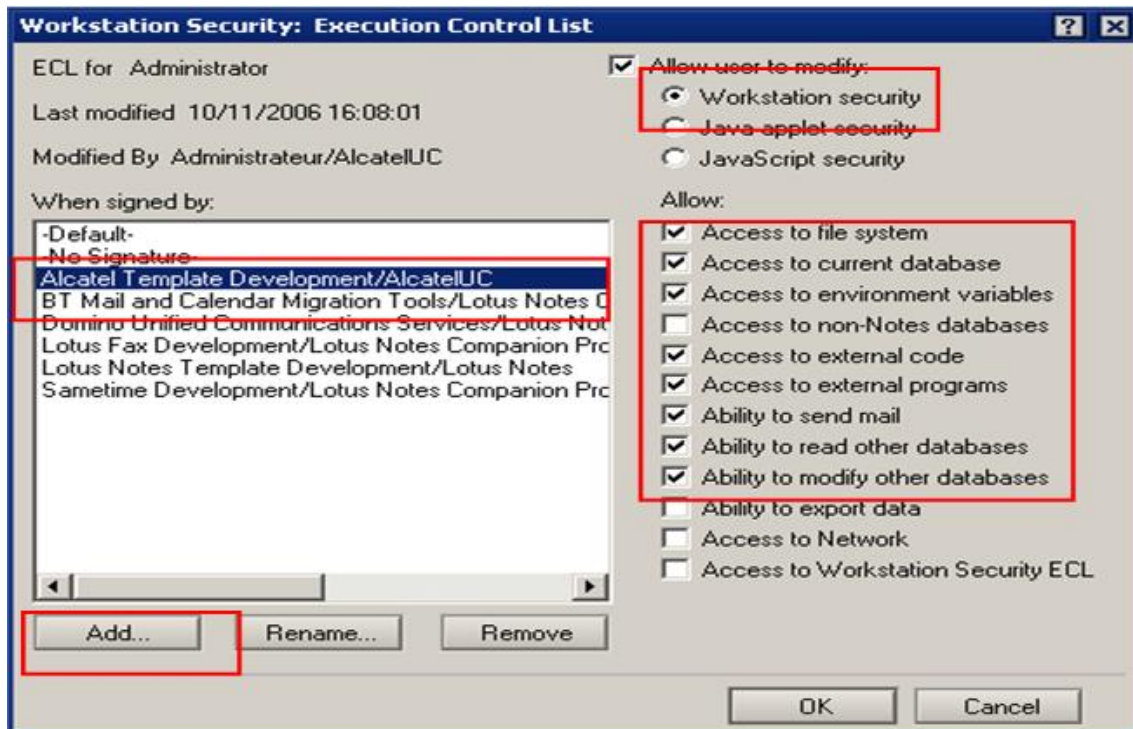




7. Select the **Execution Control List** tab and click on the **Edit** button in front of the Admin ECL.
8. Fill in the following fields:
  - **Update Mode** with **Refresh**.
  - **Update Frequency** with **When Admin ECL Changes**

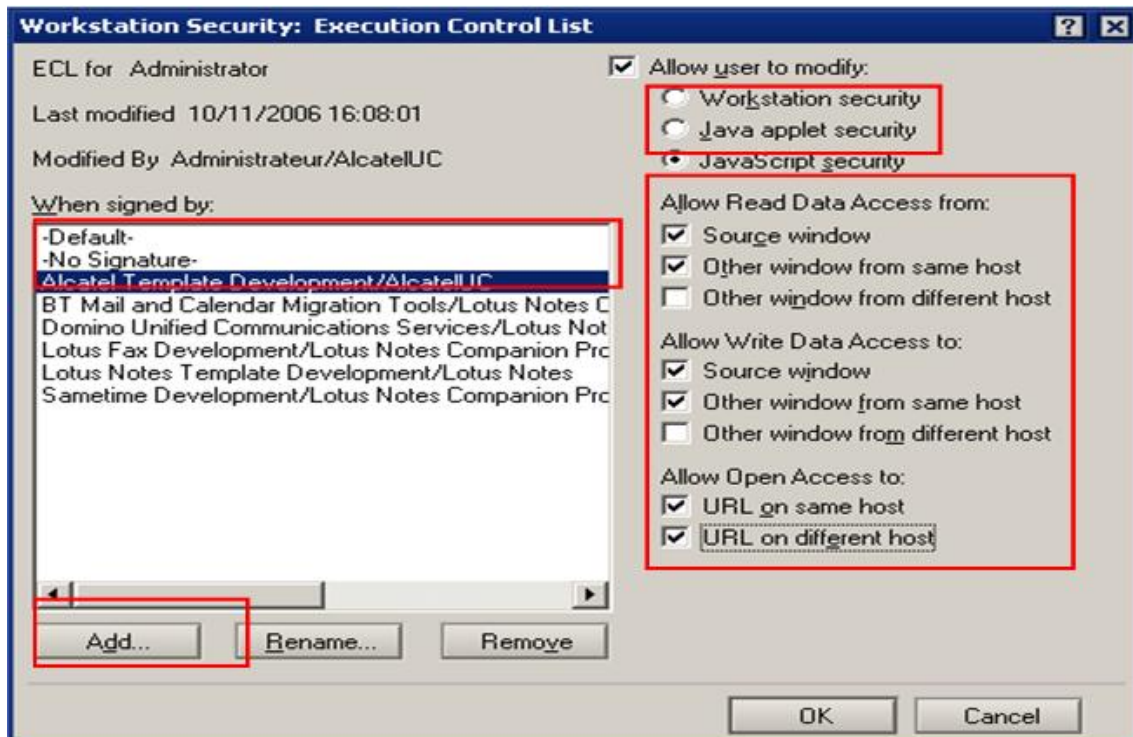


9. Add the signature that must be trusted for **Workstation security** and check the corresponding rights.

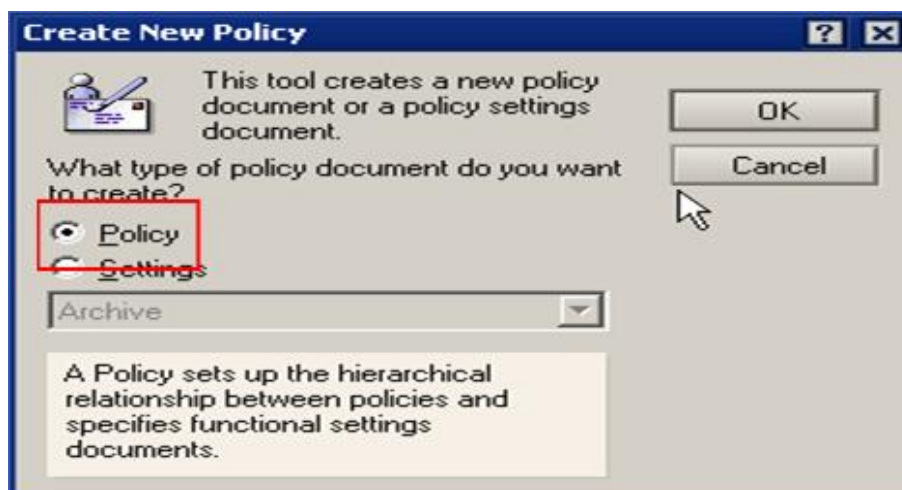


10. Add the signature that should be trusted for **JavaScript security** and check the corresponding rights.

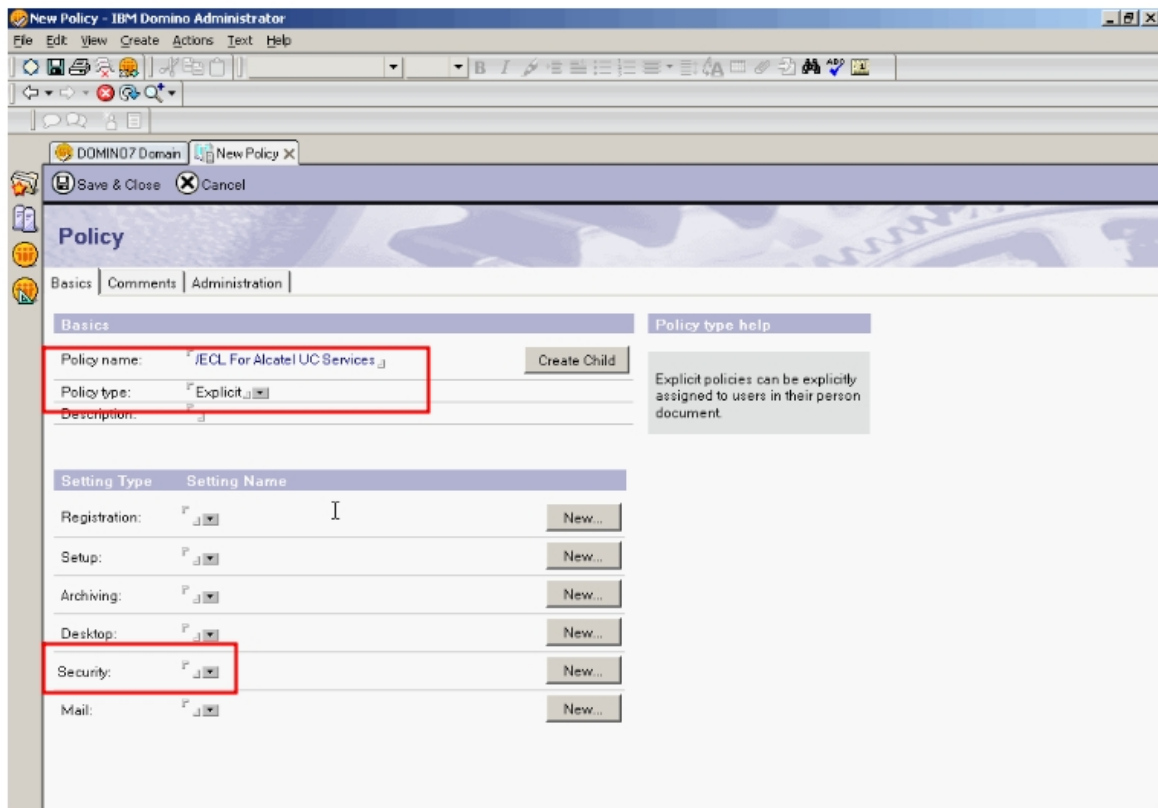




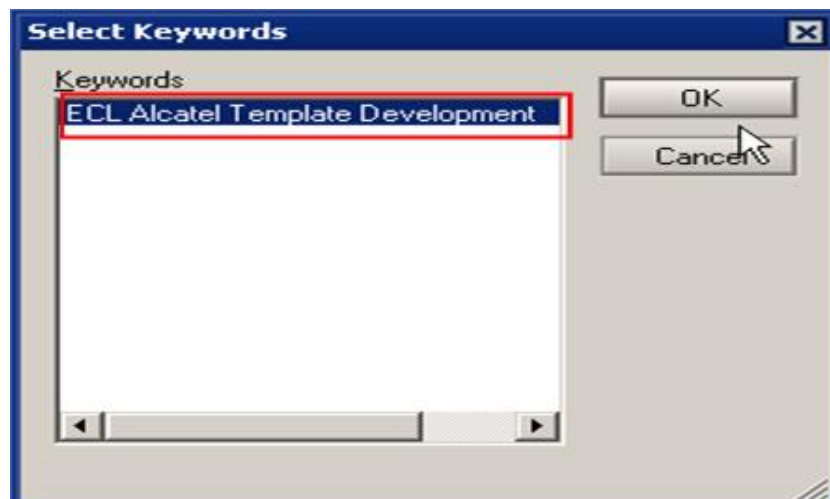
11. Click **OK** and save the new **Security Settings** document.
12. Create a new Policy using the menu: **Tools\Policy\Create**.
13. In the dialog box, click **Policy**.



14. Set the **Policy name** field and the **Policy type** field to **Explicit** and add a **Security** setting.

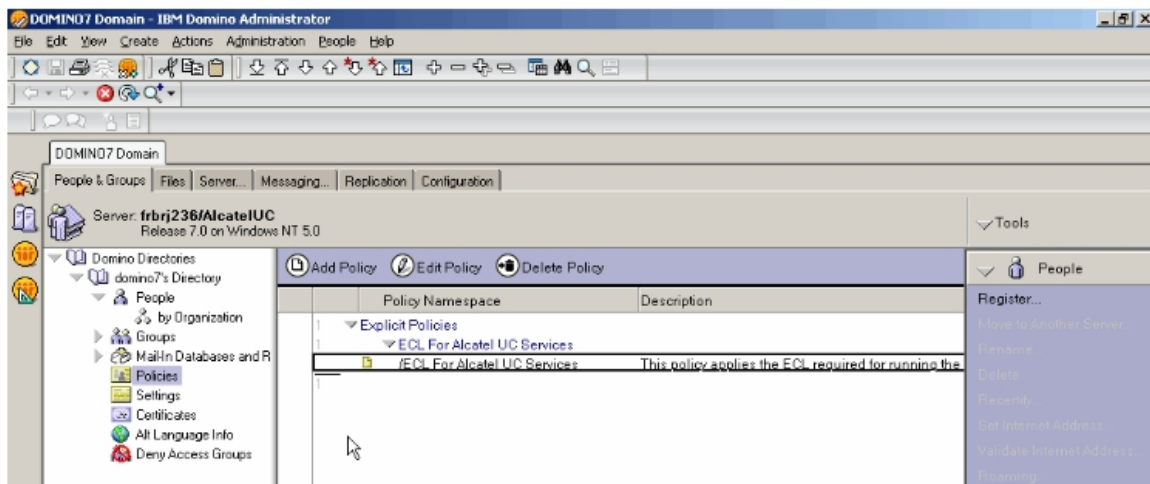


15. Select the security settings created previously and click **OK** and **Save & Close**.

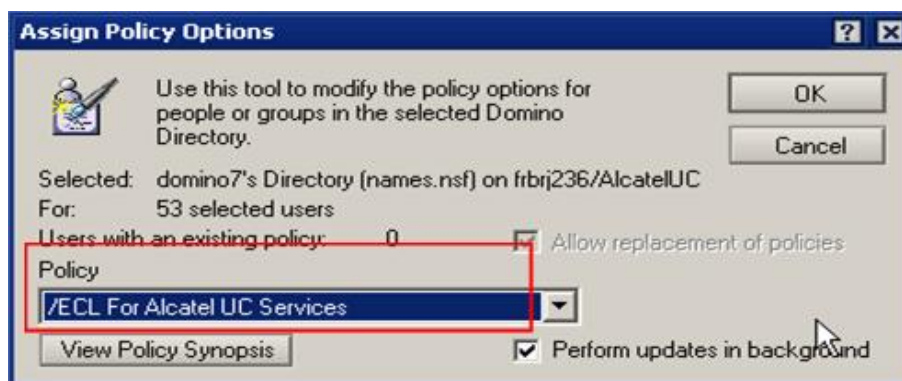


16. Select the **People & Group** tab and the section **Policies**. The created policy must be

displayed.



17. Select the people or the group for which the new Policy must be applied and **Assign Policy** in the corresponding menu.
18. Select the Policy previously created and click **OK**.



The ECL of the updated users is updated the next time the user logs on Lotus Notes.

### 4.3.3 Updating Users Databases

#### 4.3.3.1 Updating the Mail Database for OmniTouch UC Users

1. Open Lotus Administrator.
2. Copy the Alcatel mail template on the Domino server where the OmniTouch UC users are registered.
3. Execute the `load convert` command for all OmniTouch UC users specifying the Alcatel

mail template.

*Example:*

```
load convert mail\userUC1.nsf * Alcatel_UC_mail6_EN.ntf.
```

#### 4.3.3.2 Updating the Personal Address Book Database for OmniTouch UC Users

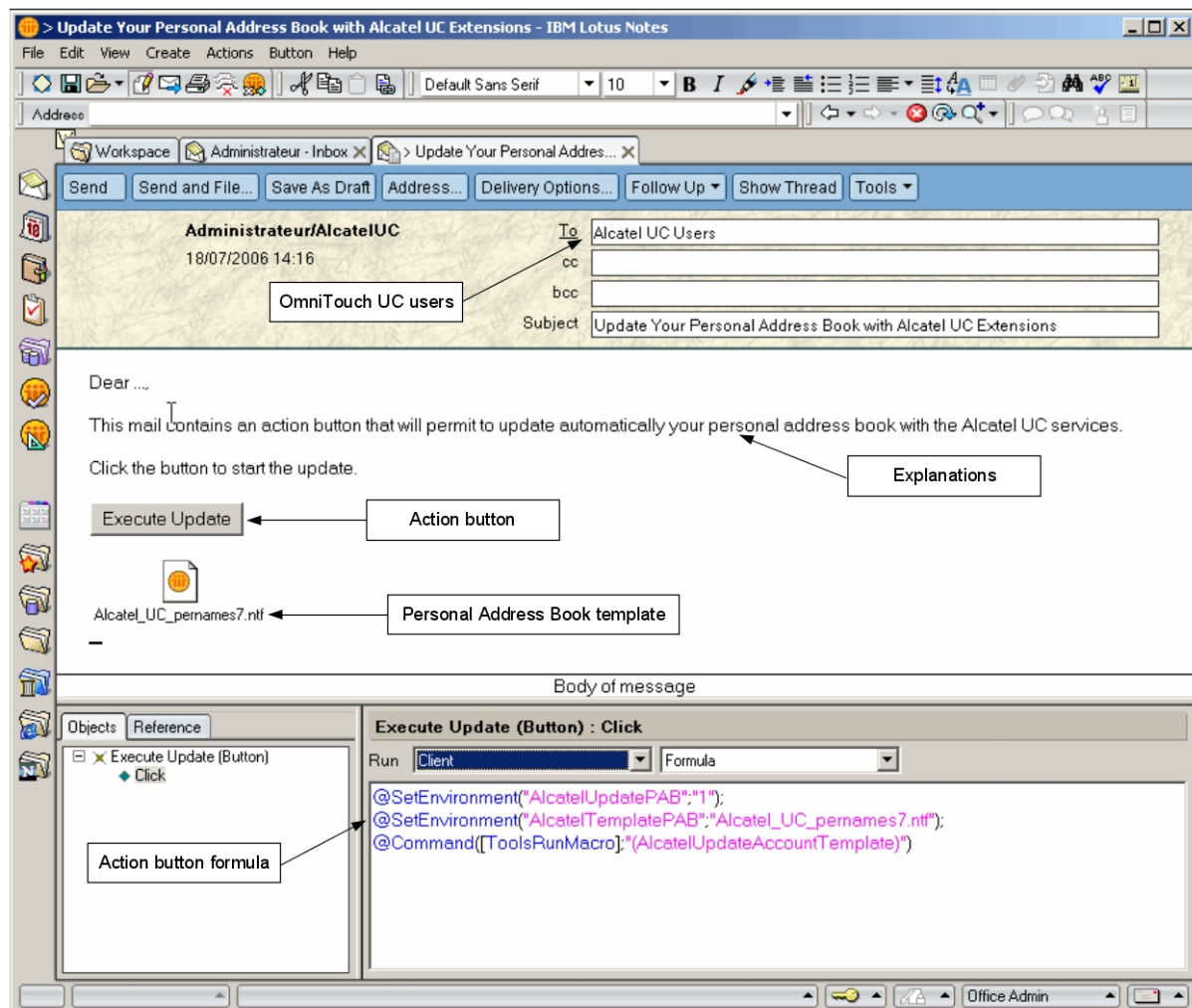
**For Lotus Notes 6 and Notes 7 only:**

The OmniTouch UC Client Extensions allow to update automatically the design of the local personal address book for a specific user. It requires to update the user's mail database with the OmniTouch UC mail template in order to include the **Notes agent "(AlcatelUpdateAccountTemplate)"** used to update the design of local databases. The Lotus executable `nconvert.exe` must be included in the Lotus Notes binary directory.

Procedure:

1. Log-on to the lotus Notes client with a trusted Notes account (Administrator, Designer, etc.).
2. Create a mail to send to the OmniTouch UC users.
3. Write a short text explaining that the mail contains an action button allowing to update automatically the user's personal address book with the OmniTouch UC template.
4. Attach in the mail the template for personal address book updated with OmniTouch UC design elements.
5. Create an action button.
6. Set the following formulas to specify the correct parameters (template name, and update type).

```
@SetEnvironment("AlcatelUpdatePAB";"1";  
@SetEnvironment("AlcatelTemplatePAB";"Alcatel_UC_pername7_FR.ntf";  
@Command([ToolsRunMacro];"(AlcatelUpdateAccountTemplate)"))
```
7. Send the mail to the OmniTouch UC users.



Note:

When the OmniTouch UC users receive this mail and click the action button, they are prompted to enter their Lotus Notes password in order to start the update.

#### For every Notes version:

The OmniTouch UC users can still update their personal address book template manually using the **Replace Design** action from their Lotus Notes client and selecting the OmniTouch UC personal address book template.

#### 4.3.3.3 Creating and Updating the OmniTouch UC IMAP Account and Proxy Database

##### Caution:

**An IMAP account is required only for users declared with an Integrated Messaging system.**

#### For Lotus Notes 6 and Notes 7 only:

The OmniTouch UC Client Extensions allow to create and update automatically the IMAP

account and the corresponding local IMAP proxy database. They create two types of account with:

- **IMAP Offline:** voice messages are received directly in the user's mailbox using Lotus replicator.
- **IMAP Online:** the user accesses to his/her voice messages through a proxy database directly on the voice message server.

The type of account used depends on the way the Integrated Messaging system has been implemented and used in the Lotus Notes client. It requires to update the user's mail database with the OmniTouch UC mail template in order to include the Notes agent "(AlcatelUpdateAccountTemplate)" used to update the design of local databases. It requires the Lotus executable `nconvert.exe` in the Lotus Notes binary directory.

Procedure:

1. Log-on to the lotus Notes client with a trusted Notes account (Administrator, Designer, etc.).
2. Create a mail to send to the OmniTouch UC users.
3. Write a short text explaining that the mail contains an action button allowing to create and update automatically the user's IMAP account for Messaging Integrated system with the OmniTouch UC Extensions.
4. If necessary, attach in the mail the template for IMAP proxy database updated with OmniTouch UC design elements (only for creating an IMAP Online account or updating an IMAP proxy database).
5. Create an action button.
6. Set the following formulas to specify the correct parameters (template name, update type and voice mail server).
  - IMAP Online account creation:

```
@SetEnvironment("AlcatelCreateIMAP";"1";
@SetEnvironment("AlcatelTemplateIMAP";"Alcatel_UC_imapcl7_ES.ntf";
@SetEnvironment("AlcatelServerIMAP";"205.97.113.97"; // IP address of
the voice message server.
@Command([ToolsRunMacro];"(AlcatelUpdateAccountTemplate)")
```
  - IMAP Offline account creation (no template name must be specified):

```
@SetEnvironment("AlcatelCreateIMAP";"1";
@SetEnvironment("AlcatelTemplateIMAP";"";
@SetEnvironment("AlcatelServerIMAP";"205.97.113.97"; // IP address of
the voice message server.
@Command([ToolsRunMacro];"(AlcatelUpdateAccountTemplate)")
```
  - IMAP proxy database update:

```
@SetEnvironment("AlcatelUpdateIMAP";"1";
@SetEnvironment("AlcatelTemplateIMAP";"Alcatel_UC_imapcl7_ES.ntf";
@Command([ToolsRunMacro];"(AlcatelUpdateAccountTemplate)")
```
7. Send the mail to the OmniTouch UC users.

When the OmniTouch UC users receive the mail and click the action button, depending on the settings, a new IMAP account is automatically created in the user personal address book. If Online account, the IMAP proxy database is generated or/and updated with the corresponding

template.

The OmniTouch UC users are prompted to give their phone number, voice mail password, and Lotus Notes password if an IMAP proxy database is created.

#### 4.3.4 Configuring Domino Server for Messaging Services

1. On the Domino console, execute the `Load web` command.
2. Open the notes.ini file.
3. Add the task "web" in the "ServerTasks=..." line in order to start it automatically after a Domino restart or crash.
4. Save the notes.ini file.

### 4.4 Configuring the Lotus Notes Clients

Install the OmniTouch UC Client Extensions on every Lotus Notes client workstation.

If you have not used the methods described under [§ Updating Users Databases](#) , you can manually update the user's personal address book design with the corresponding template.

1. Open the address book.
2. select **Database / replace design**.
3. Select the OmniTouch UC template for the Address book, then click **Replace**.
4. Close and reopen the address book to take in account the modifications.





## 5.1 Introduction

This section describes the design elements added to the Lotus database templates for the Alcatel-Lucent OmniTouch Unified Communications.

It is intended for Lotus developer who needs to have a better understanding of the interactions of these elements with other applications.

**Caution:**

*Alcatel-Lucent will not support templates where the OmniTouch UC design elements have been modified by a third party.*

## 5.2 Design elements for Mail Template

**Frameset:**

- InteriorMailFS: frameset that should replace the original one and permits to display the OmniTouch UC toolbar at the top of the mail view.

**Pages:**

These pages are the element of designed used as action toolbar and designed to be displayed in mail view.

- AlcatelToolBarLoading: "connection on demand" toolbar
- MA: One number services
- MM: Messaging services
- MMMA: Messaging services and One number services
- MMMP: Messaging services and Telephony services
- MMMPMA: Messaging services, Telephony services and One number services
- MP: Telephony services
- MPMA: Telephony services and One number services.

The formula used to load the correct toolbar in the frameset is:

```
ToolBarName:=@Environment("MyExtensionFormToolBar");  
@If(ToolBarName"";"AlcatelToolBarLoading";ToolBarName)
```

**Forms:**

- AlcatelDialPhone: permits to dial any phone number or make call using a name
- AlcatelPreference: displays the OmniTouch UC preferences for a user.

**Folder:**

- (\$AlcatelNewMsg): contains a copy of the unread voice messages. This folder is hidden from the mail view, and used by Alcatel Domino plug-ins to manage voice messages in a Unified Messaging system.

**Agents:**

- (AlcatelMMCallbackSender): performs the Messaging service action "Call Back Sender"
- (AlcatelMMPlay): performs the Messaging service action "Play"
- (AlcatelMMShowSenderInfo): performs the Messaging service action "Show Sender Information"
- (AlcatelMPMakeCall): performs the Telephony service action "Make Call"
- (AlcatelReplyIMAP): retrieve correspondent email address when replying on a voice message from the IMAP proxy database in a Integrated Messaging system
- (AlcatelUpdateAccountTemplate): create IMAP account, update local database design using the specified templates.

**Subforms:** These subforms are used to display OmniTouch UC toolbar in a form through a computed subform. The toolbar displayed depends on the context: Email, Voice Message or New Memo.

- MANewMemo: One Number services
- MMEmail: Messaging services
- MMMAEmail: Messaging services and One number services
- MMMANewMemo: Messaging services and One number services
- MMMAVoiceMessage: Messaging services and One number services
- MMMPEmail: Messaging services and Telephony services
- MMMPMAEmail: Messaging services, Telephony services and One number services.
- MMMPMANewMemo: Messaging services, Telephony services and One number services
- MMMPMAVoiceMessage: Messaging services, Telephony services and One number services
- MMMPNewMemo: Messaging services and Telephony services
- MMMPVoiceMessage: Messaging services and Telephony services
- MMNewMemo: Messaging services
- MMVoiceMessage: Messaging services
- MPMANewMemo: Telephony services and One number services
- MPMAVoiceMessage: Telephony services and One number services
- MPNewMemo: Telephony services
- MPVoiceMessage: Telephony services.

The subforms are displayed in the form through a computed subform using this formula:

```
ToolBar:=@Environment("MyExtensionFormToolBar");
@if(@Environment("OpenDb")=
"";"",@IsNewDoc;ToolBar+"NewMemo";@Like(X_MessageContext;"VoiceMessage%");ToolBar
+
"VoiceMessage";@Like(MessageContext;"VoiceMessage.eCC");ToolBar
"VoiceMessage";ToolBar+"Email")
```

**Script Libraries:**

- AlcatelOmniTouch: contains all the required functions for implementing the OmniTouch UC actions in any Lotus Notes template. It is used to make the interface with the Extensions.
- MySynchro: used by the folders of the mail database to synchronize the “Read/UnRead” status of a message between the OmniTouch UC web interface or telephony interface and the Lotus Notes client.

**Images:**

- Alcatel\_alternatephonenumber.gif
- Alcatel\_arrow.gif
- Alcatel\_code.gif
- Alcatel\_conference.gif
- Alcatel\_fastforward.gif
- Alcatel\_fastrewind.gif
- Alcatel\_hangup.gif
- Alcatel\_header\_bg.gif
- Alcatel\_InfosSearch.gif
- Alcatel\_iphone.gif
- Alcatel\_makecall.gif
- Alcatel\_myassistant.gif
- Alcatel\_myhelp.gif
- Alcatel\_pause.gif
- Alcatel\_pickup.gif
- Alcatel\_play.gif
- Alcatel\_popup.gif
- Alcatel\_record.gif
- Alcatel\_senderinfo.gif
- Alcatel\_server.gif
- Alcatel\_stop.gif
- Alcatel\_title.gif
- Alcatel\_transfer.gif
- Alcatel\_transparent.gif
- Alcatel\_UC\_small.gif.

## **5.3 Elements of Design for IMAP Proxy Database**

**Frameset:**

- MailFS: main frameset of the database
- InteriorMailFS: permits to display the OmniTouch UC toolbar at the top of the mail view

- MailFS Left: the database navigator.

**Pages:**

These pages are the element of designed used as action toolbar and designed to be displayed in Voice Message view.

- AlcatelToolBarLoading: "connection on demand" toolbar
- MA: One number services
- MM: Messaging services
- MMMA: Messaging services and One number services
- MMMP: Messaging services and Telephony services
- MMMPA: Messaging services, Telephony services and One number services
- MP: Telephony services
- MPMA: Telephony services and On number services.

The formula used to load the correct toolbar in the frameset is:

```
ToolBar:=@Environment("MyExtensionFormToolBar");  
@If(ToolBarName="", "AlcatelToolBarLoading", ToolBarName)
```

- OutlineDisplay: specific elements of design
- Switcher Page for Spacing: specific elements of design.

**Forms:**

- AlcatelDialPhone: permits to dial any phone number or make call using a name
- AlcatelPreference: displays the OmniTouch UC preferences for a user
- Memo: customized memo form with OmniTouch UC toolbar
- Switcher Form for IMAP: specific elements of design. Provides the actions "Switch to Mail" and "Alcatel Preferences".

**Folder:**

- Inbox: Customized folder Inbox with OmniTouch UC action buttons for Replying on voice messages and creating new memo.

**Agents:**

- (AlcatelMMCallbackSender): performs the Messaging service action "Call Back Sender"
- (AlcatelMMPlay): performs the Messaging service action "Play"
- (AlcatelMMShowSenderInfo): performs Messaging service action "Show Sender Information"
- (AlcatelMPMakeCall): performs the Telephony service action "Make Call"
- (AlcatelReplyIMAP): retrieve correspondent email address when replying on a voice message from the IMAP proxy database in an Integrated Messaging system.

**Subforms:**

These subforms are used to display OmniTouch UC toolbar in a voice message through a

computed subform.

- MANewMemo: One number services
- MMMAVoiceMessage: Messaging services and One number services
- MMMPMAVoiceMessage: Messaging services, Telephony services and One number services
- MMMPVoiceMessage: Messaging services and Telephony services
- MMVoiceMessage: Messaging services
- MPMAVoiceMessage: Telephony services and One number services
- MPVoiceMessage: Telephony services.

The formula used to display the OmniTouch UC Toolbar in a voice message is:

```
@If(@Environment("OpenDb") = "";"";@Environment("MyExtensionFormToolBar")+"VoiceMessage")
```

**Script Libraries:**

- AlcatelOmniTouch: contains all the required functions for implementing the OmniTouch UC actions in any Lotus Notes template. It is used to make the interface with the Extensions.

**Images:**

- Alcatel\_alternatephonenumber.gif
- Alcatel\_arrow.gif
- Alcatel\_code.gif
- Alcatel\_conference.gif
- Alcatel\_fastforward.gif
- Alcatel\_fastrewind.gif
- Alcatel\_hangup.gif
- Alcatel\_header\_bg.gif
- Alcatel\_InfosSearch.gif
- Alcatel\_ipphone.gif
- Alcatel\_makecall.gif
- Alcatel\_myassistant.gif
- Alcatel\_myhelp.gif
- Alcatel\_pause.gif
- Alcatel\_pickup.gif
- Alcatel\_play.gif
- Alcatel\_popup.gif
- Alcatel\_record.gif
- Alcatel\_senderinfo.gif
- Alcatel\_server.gif

- Alcatel\_stop.gif
- Alcatel\_title.gif
- Alcatel\_transfer.gif
- Alcatel\_transparent.gif
- Alcatel\_UC\_small.gif
- MailFS – Shadow Left
- MailFS – Shadow Left Bottom
- MailFS – Shadow Left Calendar Bottom
- MailFS – Shadow Left Top.

## 5.4 Design Elements for Personal Address Book

### Frameset:

- InteriorContacts: replace the original frameset in the address book template and permits to display the OmniTouch UC toolbar at the top of the contacts view.

### Pages:

These pages are the element of designed used as action toolbar and designed to be displayed in Voice Message view.

- AlcatelToolBarloading: “connection on demand” toolbar
- PABMA: One number services
- PABMP: Telephony services
- PABMPMA: Telephony services and One number services.

The formula used to load the correct toolbar in the frameset is:

```
ToolBar:=@Environment("MyExtensionFormToolBar");  
@If(ToolBarName="", "AlcatelToolBarLoading", ToolBarName)
```

### Forms:

- AlcatelDialPhone: permits to dial any phone number or make call using a name
- AlcatelPreference: displays the OmniTouch UC preferences for a user.

### Views:

- (\$Tel): permits to search for a contact using a phone number as the key. The search is faster this way.

### Agents:

- (AlcatelMPMakeCall): performs the Telephony service action “Make Call”.

### Subforms:

These subforms are used to display OmniTouch UC toolbar in a contact card through a computed subform.

- PABMA: One number services
- PABMP: Telephony services
- PABMPMA: Telephony services and One number services.

The formula used to display the correct toolbar is:

```
@If(@Environment("OpenDb")="";"";@Environment("MyExtensionFormToolBar"))
```

**Script libraries:**

- AlcatelOmnitouch: contains all the required functions for implementing the OmniTouch UC actions in any Lotus Notes template. It is used to make the interface with the Extensions.

**Images:**

- Alcatel\_arrow.gif
- Alcatel\_code.gif
- Alcatel\_conference.gif
- Alcatel\_hangup.gif
- Alcatel\_header\_bg.gif
- Alcatel\_InfosSearch.gif
- Alcatel\_iphone.gif
- Alcatel\_makecall.gif
- Alcatel\_myassistant.gif
- Alcatel\_myhelp.gif
- Alcatel\_pickup.gif
- Alcatel\_popup.gif
- Alcatel\_server.gif
- Alcatel\_title.gif
- Alcatel\_transfer.gif
- Alcatel\_transparent.gif
- Alcatel\_UC\_small.gif

## **5.5 Update Notes Template Elements of Design with OmniTouch UC**

Every modification done in an element of design is commented with a specific Alcatel marker:

'ALCATEL: configuration for the UC services +

...

'ALCATEL: configuration for the UC services –

This marker is used to delimit the Alcatel LotusScript required in an element of design.

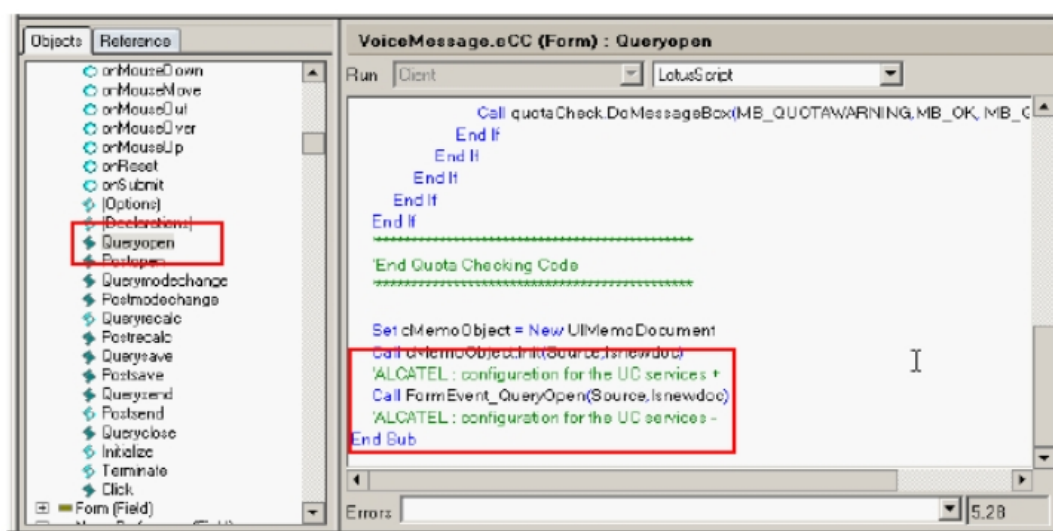


Figure 5.1: OmniTouch UC: LotusScript Markers

This LotusScript is automatically added by using Alcatel Template Merger, but can be manually added using Lotus Designer.

The updated elements of designed concerned by the integration of OmniTouch UC in a Lotus Notes template are:

- **Mail template:**

- Database Script:
  - Update event "Postopen"
  - Update event "Queryclose"
- Agent "SetExpire"(Notes 6 and 7):
  - Update function "CheckForm" (Notes 6) or "DefineExclusion" (Notes 7).
- Form "Memo":
  - Create the computed subform to display OmniTouch UC toolbar
  - Declare script library "AlcatelOmnitouch"
  - Update form event "Queryopen"
- Form "Reply":
  - Create the computed subform to display OmniTouch UC toolbar
  - Declare script library "AlcatelOmnitouch"
  - Update form event "Queryopen".b.
- Form "Reply With History":
  - Create the computed subform to display OmniTouch UC toolbar
  - Declare script library "AlcatelOmnitouch"
  - Update form event "Queryopen"
- Form "Switcher Form for Mail"(Notes 6 and 7):
  - Declare script library "AlcatelOmnitouch"



- Create sub action “Switch to Voice Mail”
  - Create sub action “Alcatel Preferences”
- Folder “(\$Inbox)”:
  - Declare script library “MySynchro”
  - Update folder event “Postopen”
  - Update folder event “Queryrecalc”
  - Update folder event “Queryclose”
  - Notes 5: create action “Alcatel\Switch to Voice Mail”
  - Notes 5: create action “Alcatel\Alcatel Preferences”
- **Personal address book:**
  - Database Script:
    - Update event “Postopen”.
    - Update event “Queryclose”.
  - Form “Contact”
    - Create the computed subform to display OmniTouch UC toolbar
  - Form “(Switcher Form for Contacts)” (Notes 6 and 7):
    - Declare script library “AlcatelOmniTouch”
    - Create sub action “Alcatel Preferences”
  - View “Contacts” (Notes 5):
    - Create sub action “Alcatel\Alcatel Preferences”.
- **IMAP proxy database:**
  - Database Script:
    - Update event “Postopen”
    - Update event “Queryclose”

In order to update manually a Lotus Notes template with the OmniTouch UC elements of design, copy and paste every element of design listed in the previous chapter for the corresponding database and then perform the update listed above.

If some specific customizations are required, refer to the following part for more details about how to use the OmniTouch UC elements of design.

## 5.6 How to Use OmniTouch UC Design Elements

This part describes different way to use the Alcatel design elements in order to configure a Lotus Notes template with the OTUC Extensions and adapt the provided services to specific needs.

### 5.6.1 Required Design Elements

Any Lotus Notes database can be configured for running the OTUC Extensions. For this, some Alcatel elements of design are strictly required. So a database that will be updated for the OTUC Extensions needs the following elements:

- AlcatelOmniTouch script library
- MySynchro script library – only for a Mail template
- (AlcatelMMCallbackSender) agent, for Messaging services “Call back sender” action

button

- (AlcatelMMPlay) agent, for Messaging services “Play” action button
- (AlcatelMMShowSenderInfo) agent, for Messaging service “Show sender information” action button.
- (AlcatelMPMakeCall) agent, for Telephony service “Make call” action button.

This is it. Then add the image resources that correspond to the different action buttons that will be included in the Lotus Notes template.

## 5.6.2 LotusScript and formula per action

### OmniTouch UC Extensions – general actions:

- **Connect:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call LoadAlcatelOmniTouch(True)`  
`Call InitializeTimerReload(“”)`
- **Disconnect:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call TerminateAlcatelOmniTouch(True)`  
`Call InitializeTimerReload(“”)`  
 This function is actually performed by the “Queryclose” event of the database script. It is not an action button. Specifying “True” permits to force the disconnection.
- **Alcatel Preferences:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call PreferenceAlcatelOmniTouch()`  
 This function required the form “AlcatelPreference” to be included in the Notes template and the following images:
  - Alcatel\_InfosSearch.gif
  - Alcatel\_server.gif
  - Alcatel\_title.gif
  - Alcatel\_transparent.gif
  - Alcatel\_popup.gif
- **Help:** declare “AlcatelOmniTouch” script library and call this LotusScript function: `Call Load_Help()`

### Messaging service actions:

- **Rewind:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call MyMessaging_FastRewind()`
- **Fast Forward:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call MyMessaging_FastForward()`
- **Play:** use the agent (AlcatelMMPlay) to perform this action. Use this formula:  
`@Command([RunAgent];”(AlcatelMMPlay)”)`
- **Pause:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call MyMessaging_Pause()`
- **Stop:** declare “AlcatelOmniTouch” script library and call this LotusScript function:  
`Call MyMessaging_Stop()`

- **Record:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyMessaging\_Record()*
- **Close media session:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyMessaging\_CloseMediaSession()*
- **Show sender info:** use the agent (AlcatelMMShowSenderInfo) to perform this action. Use this formula:  
*@Command([RunAgent];"(AlcatelMMShowSenderInfo)")*
- **Alternate phone number:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyMessaging\_AlternatePhoneNumber()*
- **Call back sender:** use the agent (AlcatelMMCallBackSender) to perform this action. Use this formula:  
*@Command([RunAgent];"(AlcatelMMCallBackSender)")*
- **Dial phone number:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyMessaging\_DialPhoneNumber()*  
This function requires the form "AlcatelDialPhone" to be included in the Notes template.

**Telephony service actions:**

- **Pick up:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_PickUp()*
- **Hang up:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_HangUp()*
- **Transfer:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_Transfer()*
- **Conference:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_Conference()*
- **Popup contact card:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_ContactInfo()*
- **Dial phone number:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_DialPhoneNumber()*
- **Make call:** use the agent (AlcatelMPMakeCall) to perform this action. Use this formula:  
*@Command([RunAgent];"(AlcatelMPMakeCall)")*
- **Make call with number:** declare "AlcatelOmniTouch" script library and call this LotusScript function:  
*Call MyPhone\_MakeCallWithNumber(PhoneNumberAs String)*  
This function permits to make a call specifying a phone number, and can be integrated to a contact card for example, to call a contact using his office phone number, his cell phone number  
...

- **Web Softphone:** declare “AlcatelOmnitouch” script library and call this LotusScript function:

*Call Load\_WebSoftphone()*

**One number service action:**

- One number services: declare “AlcatelOmnitouch” script library and call this LotusScript function:

*Call Load\_MyAssistant()*

### 5.6.3 Hide and Display Action Button

The Alcatel elements of design are handled to be hidden or displayed depending on the user's rights and the connection status.

Two specific keys are used in the notes.ini file to handle this:

- **OpenDb:** this key permits to count the number of databases that are opened and connected to the Extensions. This way the database is able to determine if the Extensions should be disconnected or not.  
\$OpenDb = 0 .... n
- **MyExtensionFormToolBar:** this key determines which services are available to the user: Messaging services (MM), Telephony services (MP) and One number services (MA). It is used to display the correct toolbar from a view or a form.  
\$MyExtensionFormToolBar= AlcatelToolBarLoading or MA or MM or MP or MMMA or MMMP or MPMA or MMMPMA.é

Use these two keys to determine if the Notes client is connected to the OTUC Extensions or not, and which services are available.0

Example of formula to hide an action button:

- Formula to display a Messaging service button: B161~1.VSD  
`ToolBar:=@Environment("MyExtensionFormToolBar");  
 @If(@Environment("OpenDb")="";@True;  
 @Environment("OpenDb")="0";@True;@Like(ToolBar;,"%MM%");@False;@True)`
- Formula to display a Telephony service button:  
`ToolBar:=@Environment("MyExtensionFormToolBar"),0  
 @If(@Environment("OpenDb")="";@True;  
 @Environment("OpenDb")="0";@True;@Like(ToolBar;,"%MP%");@False;@True)`
- Formula to display a One number service button:  
`ToolBar:=@Environment("MyExtensionFormToolBar");  
 @If(@Environment("OpenDb")="";@True;  
 @Environment("OpenDb")="0";@True;@Like(ToolBar;,"%MA%");@False;@True)`

Example of customization for the folder “(\$Inbox)”:

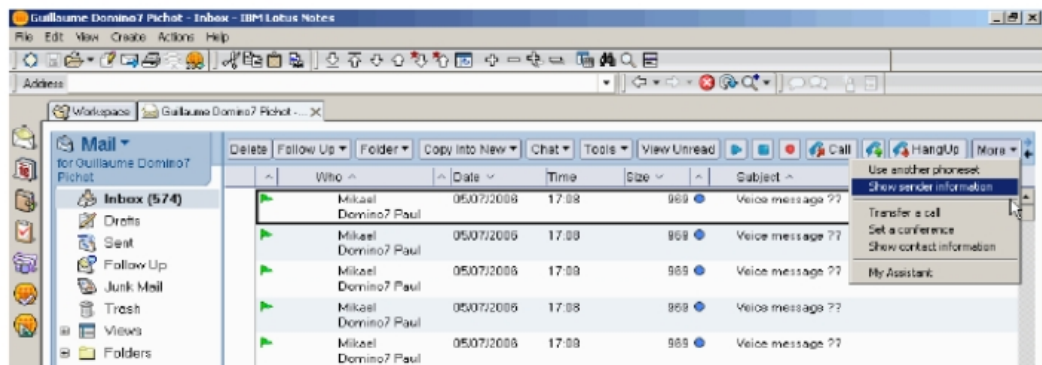


Figure 5.2: OmniTouch UC toolbar: example of customization in the folder “(\$Inbox)”



## 6.1 Introduction

This section explains:

- How to use the OmniTouch UC services provided in the user mailbox database (see: [§ Using the OmniTouch UC Services from the Mailbox Database](#) ).
- How to use the OmniTouch UC services provided in the personal address book database (see: [§ Using the OmniTouch UC Services from the Personal Address Book Database](#) ).
- How to configure the OmniTouch UC preferences and the Telephony services (see: [§ Configuring the OmniTouch UC Preferences and Telephony Services](#) )

## 6.2 Loading The OmniTouch UC Services

In order to use the OmniTouch UC services, the user has to be authenticated on the Alcatel-Lucent environment by using his Login/password provided by the administrator:



It is possible for the user to check the remember password option. The OmniTouch UC services load automatically when the mailbox or the personal address book database is opened.

## 6.3 Using the OmniTouch UC Services from the Mailbox Database

The OmniTouch UC services toolbar providing the services for Messaging services, Telephony services and One Number services is displayed above the folder content.

The action buttons are divided in different groups containing the services for each application. They permit to launch an action on the selected message (only if this message is checked on

the view), to run telephony actions, and to open other UC applications without having to authenticate again.

The actions **Play**, **Show sender information**, **Call back sender** and **Make call** that required the user to check a message in a view to process them are active on the highlighted message or contact of the view or the current opened document.

In Lotus Notes 6 and 7, every icon is highlighted on mouse over to give the user better information on the selected action.

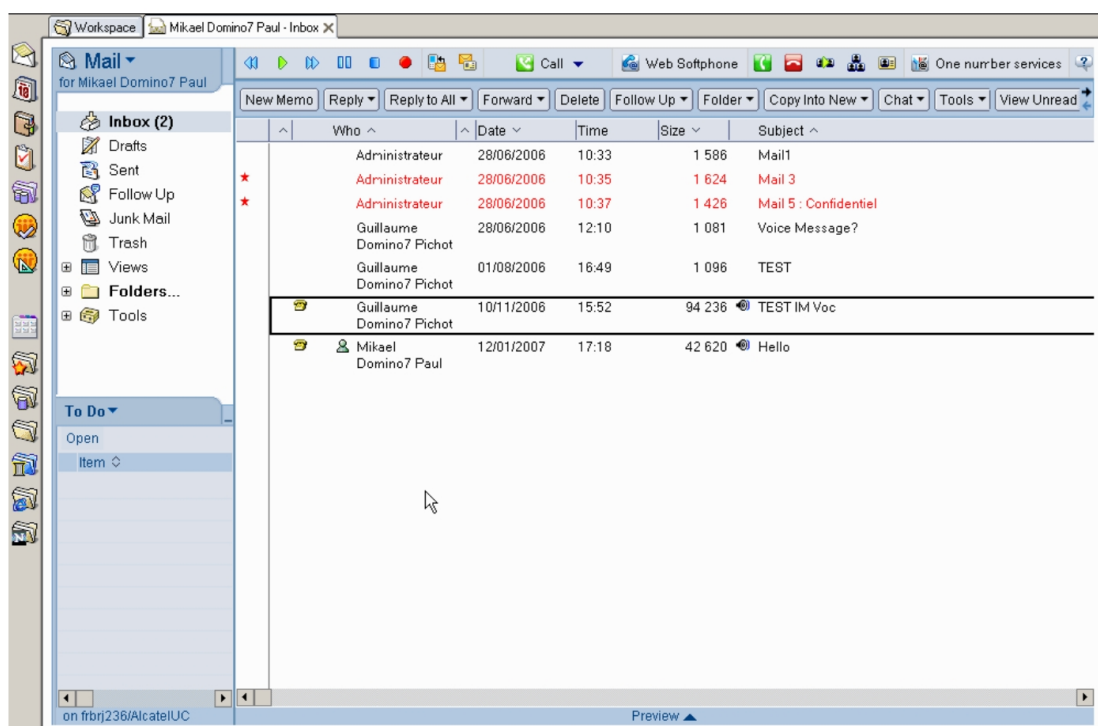
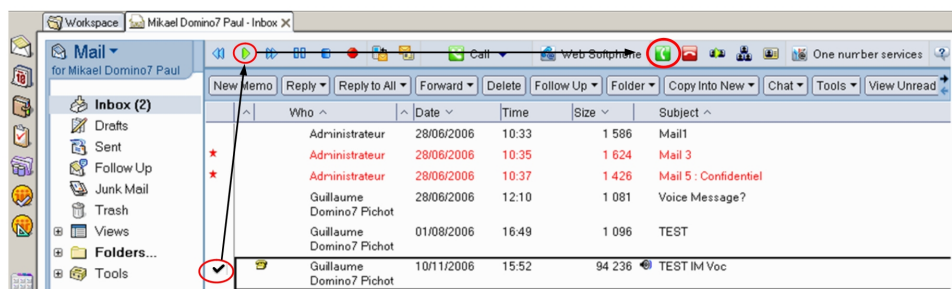


Figure 6.2: OmniTouch UC Toolbar in the Mail View (Identical for IMAP Database)

To listen a new voice message, the user needs to check the corresponding message and then clicks the **Play** button from Messaging services. He/she can pick up the phone by clicking on the **Pick up** button from Telephony services.

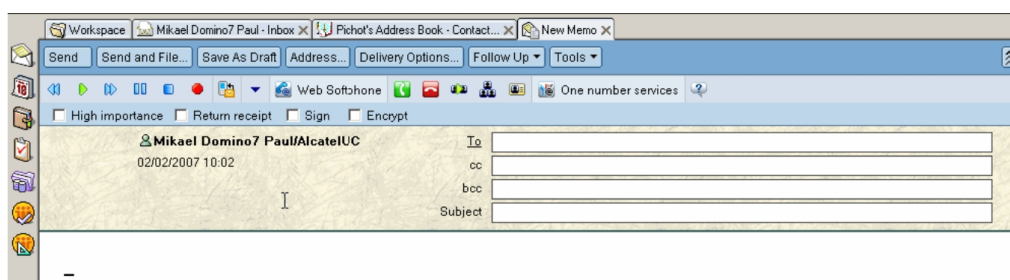




Refreshing the view or pressing the **F9** key set the listened voice message to the status **Read**. If it was the last unread voice message, the MWI LED on the phone is also turned off.

Clicking on the **Record** button automatically creates a new Memo and launch the record of a new voice message. To listen to the current record, click the **Play** button from the new Memo.

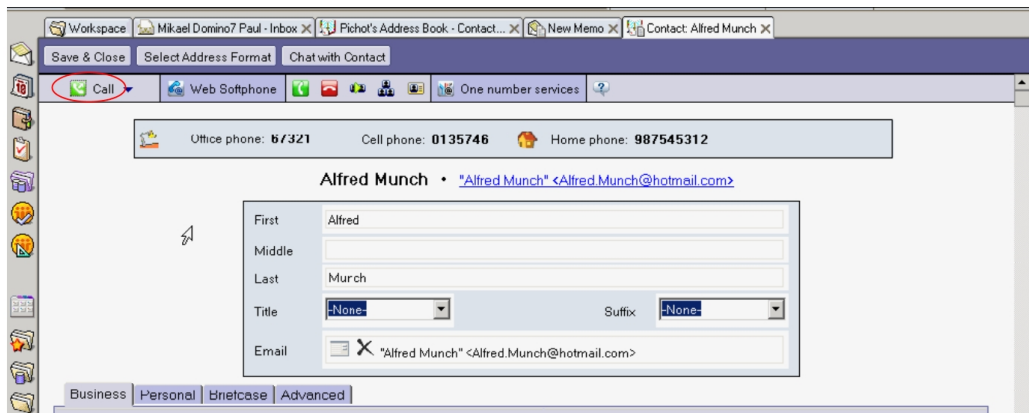
If there is a voice message recorded, when the user sends an email he/she is prompted to attach the current record to the new email or not. If the user does not attach the current record, it is cancelled.



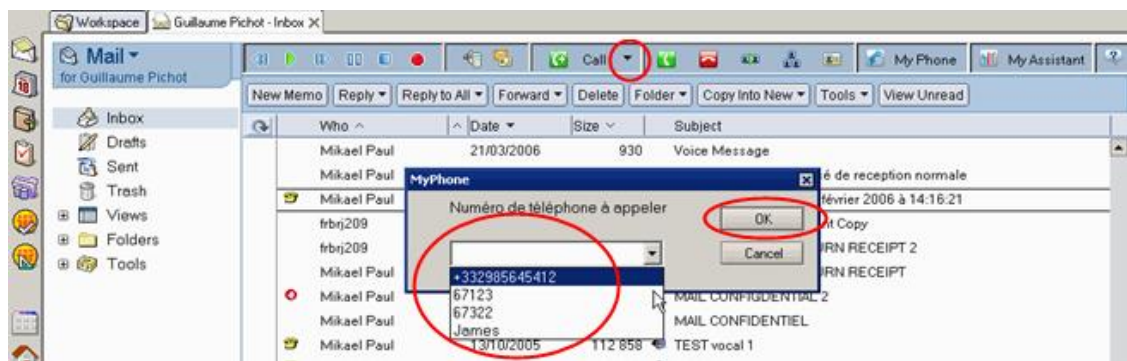
The user can listen to the current record from the global view or any other mail. However, if the current email or the selected one is a voice message, the user is prompted to define which message must be played: the current record or the current voice message. Playing the selected voice message cancels the current record.



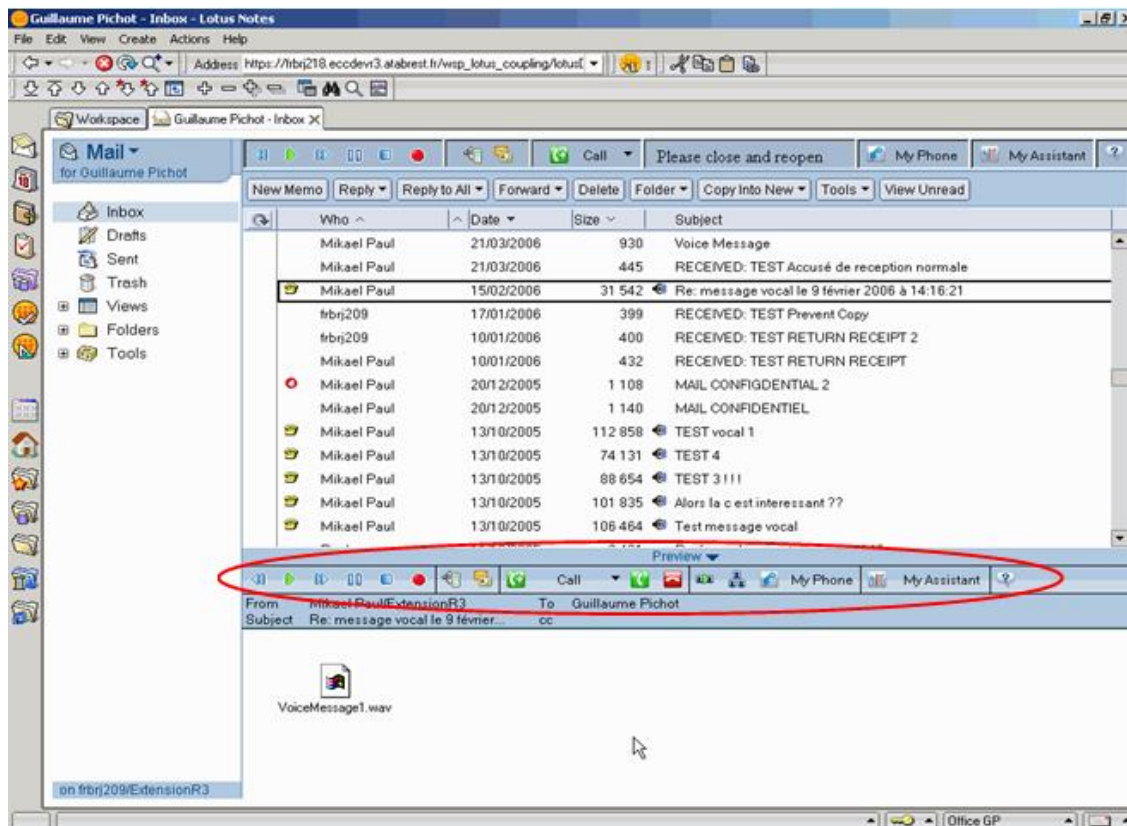
The user can display the contact card of a sender either from an email or from a voice message. The contact card is retrieved from the user personal address book and the Domino global address book. He/she can also call back the sender (this works for an email only if a phone number is specified in the sender contact card).



The user can dial a specific phone number or make a call using a name. A list of the 5 last dialed phone numbers is created and saved in the user database. This list is available from the mail database and the personal address book database.



The user can also run every action directly from the preview pane.



### Read and unread messages:

The Messaging services are able to manage the read and unread status of email and voice message between the Notes client, the phone and the web interface.

When the user reads a new email or a new voice message from the web portal or the phone, these messages can be passed read on the notes client by refreshing the view that list them or pressing the **F9** key.

Opening a new email from the Notes client automatically marks it as read from the web interface or the phone.

To mark a voice message as read, it needs to be listened using Messaging services and not only by opening it on the notes client.

Any messages can be marked read or unread by pressing the **Insert** key or using the Notes function **Mark Read/Unread**.

#### Note:

When a user is newly declared for Messaging services, the synchronization of existing read and unread messages between the Notes client and the web interface is not done. To process this, the user needs to select all the read messages, then mark them "unread" and mark them "read" again. This way, the message status is correct for every client (this works only if the OmniTouch UC Extension has been installed in the Notes client).

### “On demand” connection to the OmniTouch UC services:

The OmniTouch UC Client Extensions provide the “On demand” connection to the OmniTouch UC services. This functionality is provided using a specific toolbar displayed in place of the OmniTouch UC toolbar and that provide a **Connect** button to load the Extensions on demand.



## 6.4 Using the OmniTouch UC Services from the Personal Address Book Database

This section only concerns users declared for Telephony services and eventually One Number services. The personal address book does not require to be updated with the OmniTouch UC templates for user only declared for Messaging services.

The OmniTouch UC services toolbar is displayed above the contact list. The **Make Call** button is directly available from the Contact view

In Lotus Notes version 6 and 7, the toolbar can also be displayed from the preview pane:

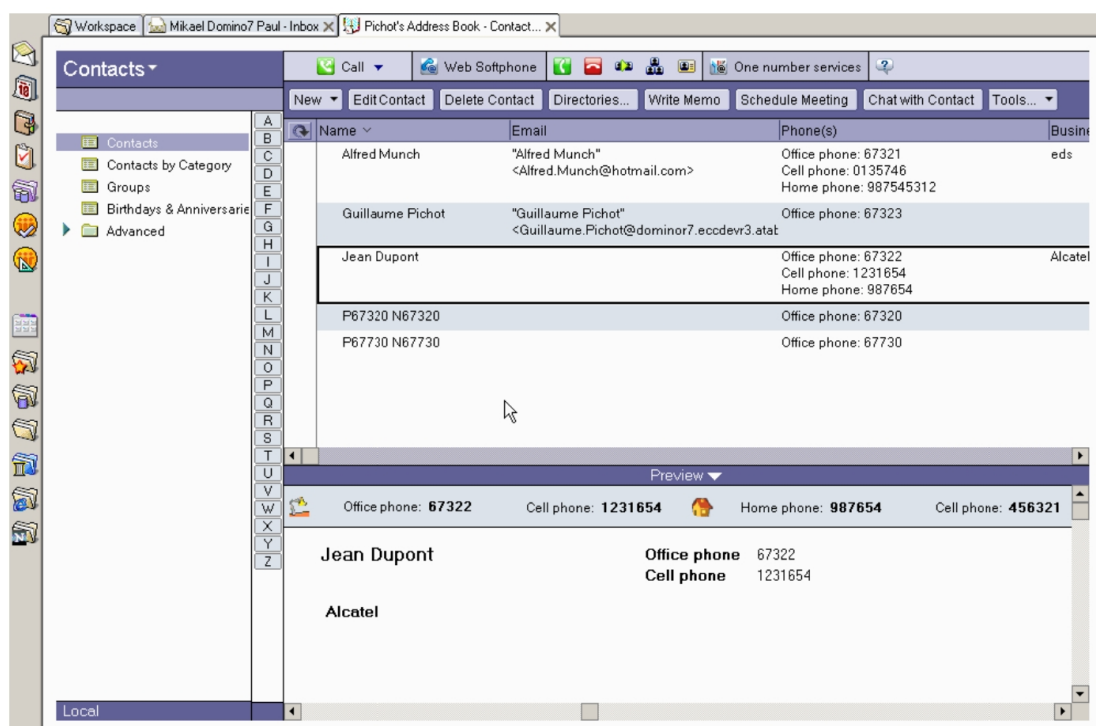
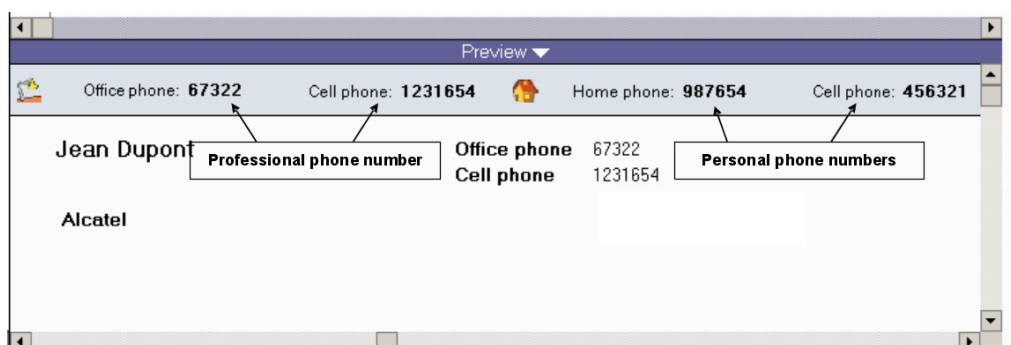


Figure 6.10: OmniTouch UC Toolbar in the Contact View of the Personal Address Book

The user can use every action specified in Telephony services and also access the Websoftphone application and the One Number services application, as in the mailbox database.

The user can call contact by opening the contact card or previewing it. The **Call** button uses the office phone number specified for the user. If no office phone number is defined for the contact, the user can click on another phone number displayed in the preview pane or in the phone number list:



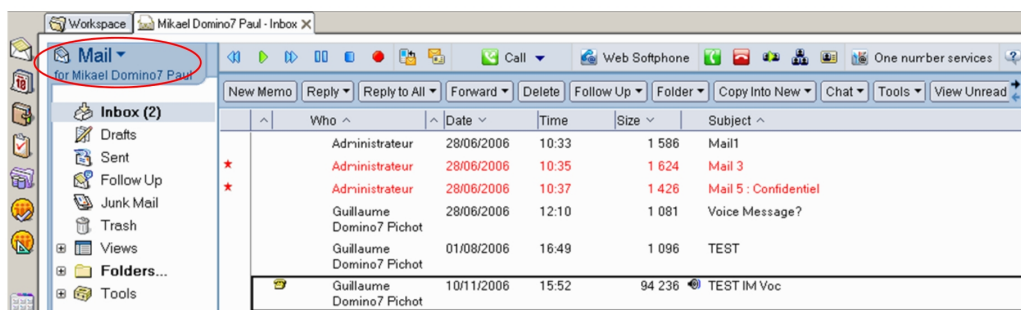
The user has access to the phone number list he/she previously dialed.

The user can configure the OmniTouch UC services by using the actions **Alcatel UC configuration** and **Alcatel UC version** from the **Contacts** view under the **Tools** menu.

## 6.5 Configuring the OmniTouch UC Preferences and Telephony Services

The OmniTouch UC Client Extensions allow the users to access and manage OmniTouch UC preferences and Telephony services from their Lotus Notes.

From the mailbox database or personal address book database, the users have to click on the arrow in front of the **Mail** title and select the **Alcatel preferences** option.



The users can configure the OmniTouch UC Client Extensions for the following options and check their current parameters:

- For OmniTouch UC preferences:

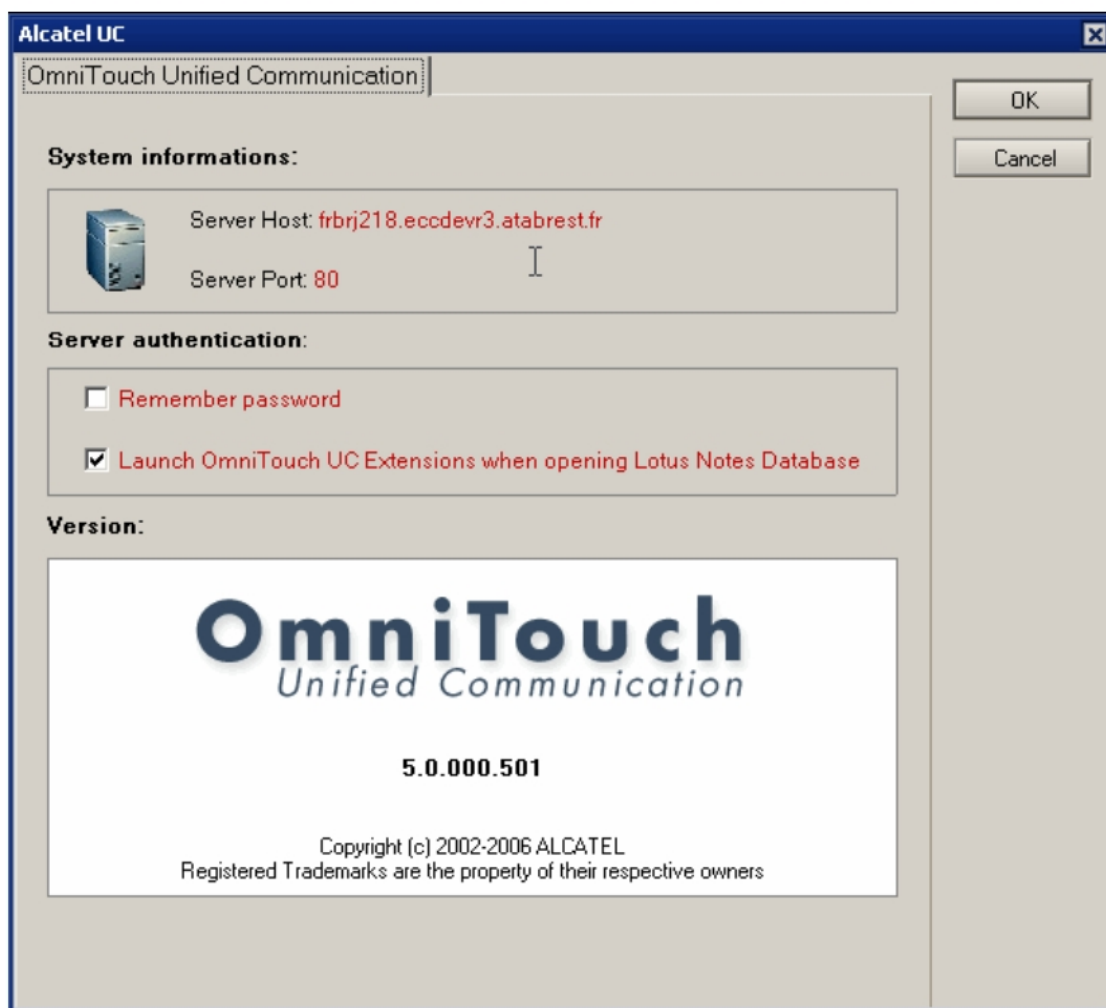


Figure 6.13: OmniTouch UC Preferences Window

The window displays general information and options to configure:

- Server host and Server port.
  - Remember password.
  - Launch OmniTouch UC Client Extensions when opening Lotus Notes Database.
  - OmniTouch UC Client Extensions version.
- For Telephony services:

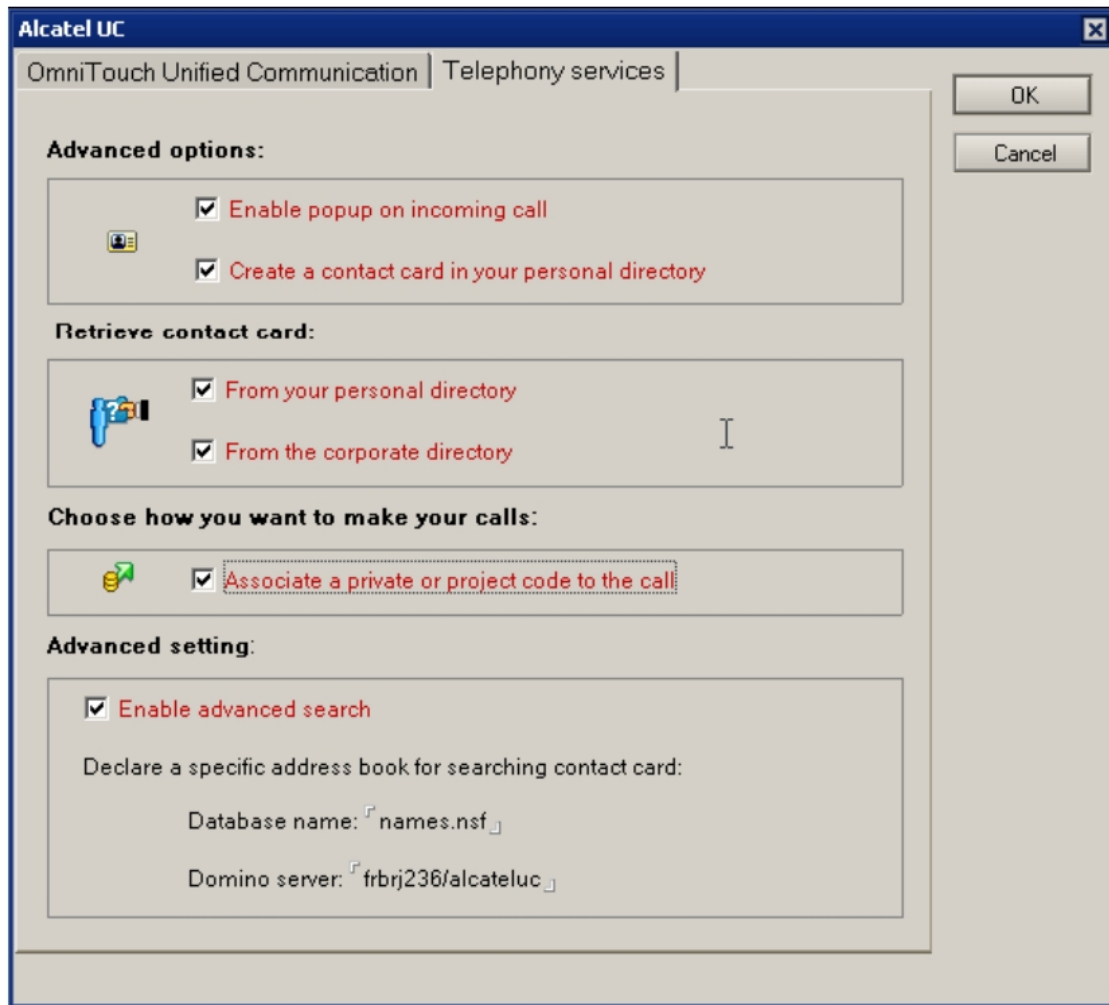


Figure 6.14: Telephony Services Window

The window displays the telephony services options:

- Enable Popup on incoming call.
- Create a contact card in your personal directory.
- Retrieve contact card from your personal or corporate directory.
- Associate a private or project code to the call.
- Enable advanced search (database name or Domino server).